



## TERMS AND CONDITIONS

By enrolling as a CLIENT of The Pilates Village, you agree to the following terms and conditions outlined below. Please read through these terms and conditions carefully before proceeding:

### General Terms and Conditions for Clients.

1. **Introductory Offers** - Our 4 Introductory offers are only available to new clients. Studio and Private packages are valid for 28 days, and the Intro Class package is for 14 days. You can only purchase each introductory offer once. The introductory offer is non-refundable and will activate from your first class booking date.
2. **Cancellations** The studio has a 24-hour notice of cancellation policy. Full fees for late cancellations will be charged. The cancelled appointment can be rescheduled within 6 days via a studio admin notification—[hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au). Absences with no notification will forfeit that session. This applies to STUDIO packages, CLASS packages, and MEMBERSHIPS. Private studio sessions have a 24-hour late cancellation window. For extended cancellations (over 7 days), please notify The Pilates Village at [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au) as soon as possible.
3. **Payment** must be made before booking any class or appointment. To book a class or appointment, you must either have pre-purchased sessions in your account or an active membership. Any classes taken above and beyond your active membership or passes must be paid immediately.
4. **Late to Pilates** - Out of consideration for the instructor and other clients, PLEASE DO NOT BE LATE. If you are over 5 minutes late for a class, your spot may be assigned to a waitlist or standby client. Entry after 5 minutes into class or 15 minutes late to the studio session may result in denial of entry for your safety and to avoid interrupting other clients' sessions.
5. **Client Restrictions:** Owners and Instructors, with consultation, reserve the right to restrict clients to a particular class type for safety reasons. Additionally, owners and/or instructors reserve the right to turn clients away if they do not have the correct medical clearance.
6. **Validity** -
  - a. **All Single sessions/classes are valid 12 days from the date of purchase**
  - b. **All 5 Packs are valid 6 weeks from the date of purchase**
  - c. **All 10/20 Packs are valid 3 months from the date of purchase**  
Sessions are non-refundable and are not transferable; however, extensions due to medical reasons may be requested with a medical certificate before the expiry date.
  - d. **The Studio Intro Offers are valid for 28 days. Class Intro offer is valid for 14 days from the first visit.**

7. **Permanent Bookings** - Permanent bookings are available to memberships 12 months in advance. For package holders, all sessions within the package can be scheduled ahead of time, therefore securing your preferred times for the duration of your package. A permanent booking allows you to have the same session time each week, which must be confirmed with reception. Missing four (4) sessions without notice may result in the cancellation of your permanent booking. Instructors may change due to illness or holiday leave, and we cannot guarantee the same Instructor from week to week. If you are away for 10 or more consecutive weeks, your permanent booking place may be given to another client.
8. **Memberships** - All memberships have a 12-week minimum commitment and can be cancelled anytime after. Holds on your account can be placed with 4 (four) weeks minimum notice for up to 8 weeks within a 12-month period, except in the case of injury/pregnancy. Please let us know if you require a medical hold. We may require a medical certificate to provide a long-term hold. All suspensions must align with existing payment cycles.
9. **Membership/Packages Transfers—Memberships** are not transferable to another individual and cannot be used by anyone else. Individuals other than those booked into the class will be asked to create their own accounts and purchase their sessions. Exceptions can be made for family members when a prior agreement has been arranged.
10. **Waitlist** - If a class you want is full, you can sign up for the waitlist. Should a place become available, you will receive either an email or text from us offering you a place in the class. Placing yourself on a waitlist indicates an earnest intention to attend that class, and you must cancel yourself off the class if you can no longer attend. Late cancellation and no-show charges apply to missing a class you were placed into from the waitlist.
11. **Gift cards** can be used for Pilates services and products at The Pilates Village. They are not redeemable for cash, non-transferable and non-refundable.
12. **Student Assistant Program** – This studio is a Work Experience Site (W.E.S) for National Pilates Training (NPT) instructor training program participants. Student Assistants may work with Instructors during sessions but are always supervised by fully qualified and experienced Instructors. If you feel it would be inappropriate to work with a Student Assistant, please inform the Instructor or Reception.
13. **Consent**  
I understand and acknowledge that I have the right to consensual practice and that consent is a requirement for tactile feedback and physical touch for all services at The Pilates Village. I understand that I will be given the option in every class to consent anonymously for hands-on adjustments.
14. **Minors Policy**  
I understand that all minors under the age of 18 must always be accompanied by an adult on The Pilates Village premises, including all studio locations, offsite venues, and other locations of operations, and a liability waiver must be signed by the minor's guardian or caregiver on behalf of the minor. I understand that minors under the age of 5 are not permitted in any of The Pilates Village premises, including all studio locations, offsite venues, and other locations of operation, except for Mums & Bubs Pilates classes.



## Membership Terms and Conditions

- 1. Autopay** - All Memberships operate on a 4-week autopay schedule from the credit card stored in MINDBODY (a secure system). Payment will continue unless notified (see Termination Policy below). You will be required to create an account and accept the terms and conditions on the MINDBODY platform, which are separate from these Membership Terms and Conditions.
- 2. Termination** - Memberships will continue with scheduled auto-pays unless The Pilates Village is notified of a termination request in writing (see Termination Policy below). If your autopay fails, MINDBODY will provide a three-day grace period to process your membership payment before your account is locked for future bookings and your current classes are cancelled. Any fees for default payments may also be required to be reimbursed. If you experience issues with your payment via MINDBODY, you must contact MINDBODY for a resolution. MINDBODY is separate from The Pilates Village, and the Pilates Village takes no responsibility for MINDBODY's systems and processes.
- 3. Payment increases** - Memberships may be subject to price increases, which will be communicated in writing at least 4 weeks prior to any change.
- 4. Unused sessions** - All sessions paid by direct debit must be used within the same 4-week cycle. Unused sessions are not transferable from cycle to cycle.

### Membership suspensions

Following the required 12-week minimum commitment for all memberships, at least 4 weeks written notice is required for membership pauses/suspensions. Please email us to request your hold.

### Termination Policy

- 1. Termination** - The Pilates Village requires at least 4 weeks written notice to terminate membership. Please email request to [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au)
- 2. Injury** - In the case of long-term or permanent injury or illness that prevents using our services, immediate membership termination will be permitted. Termination will take effect from the date we receive written confirmation from a medical doctor.
- 3. Inappropriate behaviour** —The Pilates Village may terminate a membership without notice for inappropriate, offensive, or illegal behaviour, as determined by us, that occurs on our premises or is directed at our staff or other members.



## Prenatal & Postnatal Policy

At The Pilates Village, we prioritise the safety and well-being of our clients, especially during the prenatal and postnatal stages. We offer specialised guidelines and policies to ensure that our prenatal and postnatal clients have a safe and comfortable experience while participating in our Pilates classes and sessions. Please carefully read and adhere to the following policies:

### Prenatal Policy:

1. Notification of Pregnancy: If you are pregnant or planning to become pregnant, we kindly request that you inform our staff as soon as possible. This will allow us to modify and adjust your Pilates exercises appropriately to suit your pregnancy needs.
2. Exercise Modifications: Our qualified Pilates instructors will provide appropriate exercise modifications to accommodate your changing body during pregnancy. We aim to promote a safe and comfortable workout routine that aligns with the various stages of your pregnancy.
3. Medical Clearance: Before participating in any prenatal Pilates classes or sessions, we require you to obtain verbal permission from your obstetrician, General Practitioner, or midwife. This clearance ensures that it is safe for you to engage in Pilates exercises during your pregnancy.
4. One-on-One Appointment: We highly recommend scheduling a one-on-one appointment with a Pilates instructor before joining group prenatal Pilates classes. This appointment will allow us to assess your specific needs and tailor exercises accordingly.
5. Class Selection: For your safety and well-being, we recommend participating only in our dedicated Prenatal Pilates classes until you receive verbal permission from a Pilates instructor to transition to regular group classes.

### Postnatal Policy:

1. Notification of Postnatal Status: If you have recently given birth, please inform our staff about your postnatal status before participating in Pilates classes or sessions. This information will help us provide you with appropriate exercises and guidelines.
2. Exercise Modifications: Our experienced Pilates instructors will offer exercise modifications tailored to your postnatal needs. These modifications will focus on rebuilding core strength and addressing any specific postnatal concerns.

3. Medical Clearance: We recommend obtaining verbal permission from your obstetrician, General Practitioner, or midwife before starting Pilates classes post-pregnancy. This clearance ensures that you are physically ready to resume exercise.
4. One-on-One Appointment: For postnatal clients, we suggest booking a one-on-one appointment with a Pilates instructor before joining group postnatal Pilates classes. This appointment will help us assess your postnatal condition and create a suitable exercise plan.

#### **General Guidelines for Both Prenatal and Postnatal Clients:**

1. Honesty and Communication: We encourage open communication regarding any health concerns or changes in your condition. Please inform our instructors if you experience any discomfort, pain, or other issues during the class.
2. Take Breaks: As a prenatal or postnatal client, feel free to take breaks during class. Listen to your body and avoid overexertion.
3. Stay Hydrated: Remember to stay hydrated throughout the class to support your well-being.
4. Comfortable Clothing: Wear comfortable clothing suitable for exercise.

At The Pilates Village, we are committed to providing a safe and supportive environment for our prenatal and postnatal clients. By following these policies and guidelines, we aim to enhance your Pilates experience and help you achieve your fitness goals while prioritising your health and safety.

If you have any questions or concerns regarding our prenatal and postnatal policy, please feel free to discuss them with our staff or instructors.