

**Q. Which Membership do I choose?**

The first thing you need to decide is how many times a week you want to come or are coming to the studio. Once you've decided on that, you select the membership that reflects that number of days, e.g., twice per week, three times per week, etc.

At The Pilates Village, we recommend practising Pilates at least twice weekly to truly experience its benefits. While one session is a good start, two sessions per week are ideal. For even faster results and enhanced well-being, three sessions per week combined with a healthy lifestyle can make a significant difference. Anything beyond three sessions is a delightful bonus!

**Q. How do I sign up for a membership?**

You sign up for a membership via The Pilates Village app. Simply go to the 'Buy' tab, and you will see the Memberships purchase tab with a choice of Group Studio Memberships and instructions.

**Q. What happens if I go on holiday and know that I'll be away for a period of time?**

Simply contact us at [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au), and we will either cancel or pause your membership depending on the length of time you will be away. We ask that you give us at least 4 weeks' notice so that we can determine the end date of your membership before you hit another autopay cycle. If you know your return date, we can set it up before you go, or you can contact us when you get back, and we can start your membership back up when you are ready to return to the studio.

**Q. What if I want to do an extra workout in any given week?**

We offer members-only casual 'opt-in' Group Studio sessions at the same rate as your membership price. You can purchase member casual 'opt-in' sessions to top up any week.

**Q. What if I want to add a Reformer/Tower Class?**

We offer members-only casual 'opt-in' Classes at a cheaper rate than non-members. You can purchase member casual 'opt-in' classes to top up any week.

**Q. How do I cancel my membership?**

Just email us at [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au) and tell us when you want to cancel the membership. We require at least 4 weeks' notice so we can be sure to end the membership before the next autopay cycle.

**Q. How do I change my membership if I want to increase or decrease my days per week?**

If you decide that you would like to increase or decrease your per-week session numbers, simply contact us at [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au). We will cancel the existing membership and help you set up your new membership over the phone or meet you in the studio to do it in person.

**Q. When will the Autopay start?**

As soon as you sign up for your membership, you will pay for the initial 4 weeks of the membership. This triggers the ability for you to start booking Group Studio appointments and your next (or first) auto payment will be deducted 4 weeks after that date. You will be able to view your payment schedule on your Mindbody profile. If you cannot find the payment schedule, simply contact us at [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au).

**Q. How often will the funds be deducted?**

The autopay cycle is a 4-week cycle. We specify every 4 weeks rather than every month as some months have more weeks than others, and therefore, we feel every 4 weeks is easier for you to track

**Q. What if I can't make a certain day in any given week?**

If, for some reason, something comes up and you are unable to make your scheduled Group Studio session in any given week, you can cancel yourself out of that session and select another day within the same 4-week cycle.

**Q. Do late cancellation fees still apply with memberships?**

Yes, late cancellation fees still apply to membership clients. Our Group Studio sessions are small, and we often have clients on waitlists. Most people require at least 12 hours in advance to be advised that they have been added to a session off a waitlist, which is why we require cancellations to happen at least 12 hours in advance to free up the spot.

**Q. What happens if an instructor changes in one of my regular classes?**

From time to time, there will be changes to session times and instructor schedules. When this happens, we will endeavour to advise you of the changes. At that point, you can decide if the change works for you or if you would like to change your schedule accordingly.

**Q. How do I book my membership appointments?**

The same as you would normally do via the TPV app or the Mindbody website. You have the flexibility of booking different days and times or recurring times each week.

**Q. Do I have to book recurring days on a membership?**

No, you do not have to book recurring days. The recurring option makes it super easy to book the same session on the same day every week for up to 12 months in advance by simply selecting your start and end date and hitting the 'book recurring appointment' button. If you prefer to chop and change Group Studio sessions every week to suit your schedule, you can simply go through them and book them day by day.

**Q. How do I book my recurring appointment?**

The beauty of the membership is that booking weekly recurring Group Studio sessions is simple. **Please note this can only be done through the MINDBODY website.** All you need to do is select the day, the time and the instructor of your first appointment, select your dates, e.g. 12 months in advance and then hit the 'recurring' button, and the system will automatically add you to those appointments.

**Q. How do I delete or cancel a recurring day I have already booked if I want to change to a different one?**

Simply email us at [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au) and let us know what day you want to delete. We can then do a mass delete of all the forward bookings in one go to save you from having to go through them week by week. We will let you know when the sessions have been deleted, and you can go ahead and rebook for another day that suits you.

**Q. Will the first payment come out when I sign up for my membership?**

The first payment will come out once you sign up for the membership. This triggers your ability to start booking Group Studio sessions and your next (or first) auto payment will be deducted 4 weeks after that date. If you want to align your first payment with your session, sign up for the membership on the day you want to start booking.

**Q. What do I do if I have a problem or a query regarding my membership?**

You can either call or text us on 0499 019 454 or e-mail us at [hello@thepilatesvillage.com.au](mailto:hello@thepilatesvillage.com.au). We will do our best to assist over the phone or by e-mail and are always happy to make time to meet you in the studio for a face-to-face catch-up if preferred.