

SPIRIT PILATES

House keeping

We would firstly like to thank you all for your custom over the past year and we look forward to taking your Pilates Practice to the next level in 2022. Pilates is our passion, we truly love sharing it with you and really hope that you are enjoying it as much as us. We wanted to go over a few housekeeping rules for the studio so that everyone's experience is enjoyable,

Thanks Charlann, Keith, Kristie, Anyetta, Venessa and Wendy xxx

PS, if you have any questions at all please let us know.

COVID-19

With the new restrictions that have come into place on the 2nd January 2022 we need to make sure that everyone stays safe. Please do not come to the studio if you are feeling unwell with flu like symptoms or if you are living with someone that is quarantining. Face Masks are compulsory indoors, we would appreciate you wearing your mask entering and leaving the studio, unless you have a health reason not to. We do not need to wear the mask when taking part in strenuous exercise, Hand wash is available in the kitchen.

Here at Spirit Pilates we have been busy planning for the inevitable Covid positive result amongst our instructors and/or clients and together we can navigate safely through to the other side.

We obviously want you to stay safe, remain healthy and recover whilst we continue to operate and provide a great service

Here's what we ask of you if you test positive.

1. Follow all guidelines with regards to testing and isolation
 2. Contact us – we will then place your membership on hold during your isolation period. We have a library of 'Covid friendly' home workouts from our instructors designed to keep you strong and healthy and in the best shape to fight off the virus. These workouts will be sent direct to you to for you to follow
- During this time we ask that you wear a mask upon entry and exit to the studio, this can be removed once you are positioned on your reformer. We also ask that you ensure the safe social distance of 1.5m.

SOCKS

We wear socks during the class, ideally grip socks as these will keep you safer in the class. Pilates socks can be purchased in the studio for \$25 per pair.

LATE CANCELLATIONS

You have an option to cancel your class on the app, however if you cancel with less than 6 hours notice it becomes a LATE CANCEL. This will then count as one of your classes that week. We need to give clients that are on the waitlist adequate time to get organised with getting to the class. If you cancel with more than 6 hours notice then the class will become an early cancellation which will result in you still being able to use that class at some point within the week.

CLASS ALLOCATION

You have embraced our new booking and payment processing system this year and I wanted to talk you through a couple of the changes that has come with this. We now have our own SPIRIT PILATES app (if you still haven't downloaded it then do it today). The Membership that you have chosen is managed through the app and allocates each client with a set number of classes. It is important to know when your payment comes out of your account, from that day on you will have 7 days (weekly payers) 14 days (fortnightly payers) to use up your class allocation. Unfortunately, you can't roll your classes over into the next payment period nor pass your classes over to someone else.

LATE PAYMENT FEES

The new payment processing system (pay choice) has a charge for late or failed membership payments which I am unable to reverse. To ensure that you do not get charged for this please make sure you have sufficient funds in the account on the day.

CANCEL AND ON HOLD M/SHIP

We do not have membership term contracts however we do require 1 month notice of cancelation and 1 month notice to put your membership on hold. We require an email sent to info@spiritpilates.com.au for this to happen.

You can put your membership on hold for a minimum of 2 weeks and for a maximum of 8 weeks per year

KIDS IN CLASS

We understand that the kids' holidays are upon us and it can make it easier to bring them along to class. If your kids do come along, please respect others in the class by keeping their noise levels to a minimum. If they are bringing an IPAD we would appreciate headphones so that it does not disturb the class. On a lighter note, we are excited to be starting kids classes in term 1. Advertising will come out ASAP.

REFERRAL

Our best marketing is friends referrals and we would like to reward you for referring. Everytime you refer a client that becomes a member you will receive 100 points. 200 points gives a new pair of Pilates Socks.

TRANSFORMATION

You now have a transformation section in your app. this allows you to track your weight and measurements. Feel free to ask your instructor to do this for you