



kat pilates

Terms & Conditions

1. Bookings

When a booking form and payment have been received, your booking is complete.

2. Payments

All payments must be made in advance.

Payment must be made by PayPal, credit card or debit card for:

- Taster classes
- Blocks of 4 classes (first one)
- Personal tuition (first one)

Payment must be made by direct debit for:

- Blocks of 4 classes (subsequent)
- Personal tuition (subsequent)

Payments are non-transferable.

3. Refunds and cancellations

Payments

Payments will not be refunded if you do not attend, change your mind or your circumstances change preventing you from attending.

You can cancel your direct debit at any time.

Classes

If I (Kathryn Knights) cancel a class:

- You will be able to attend another class
or
- The class will be re-arranged as soon as is practicable
or
- A refund will be given



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Personal tuition

If I (Kathryn Knights) cancel your personal tuition:

- Your personal tuition will be re-arranged as soon as is practicable or
- A refund will be given

4. Missed classes

If you can't attend a class you will be able to make it up if:

- You give at least 24 hours' notice that you won't be attending your usual class
- You make up the missed class in the same 4-week block
- A place is available in another class

5. Missed personal tuition

If you can't attend your personal tuition you will be able to make it up if:

- You give at least 24 hours' notice that you won't be attending
- You make up your missed personal tuition within 4 weeks
- A space is available in my (Kathryn Knights) diary at another time

6. Etiquette

Lateness

All sessions begin promptly, so make sure you are ready to start on time.

If you are more than 10 minutes late:

- To a class you may be refused entry
- To your personal tuition it may not be able to take place

Personal safety

Verbal and / or physical abuse is not tolerated. In such circumstances your participation will be terminated immediately and no refunds will be given.

Mobile phones

Mobile phones must be switched off when teaching / instructing is taking place.

7. Changes to terms & conditions

Reasonable notice will be given in writing of any changes to these terms & conditions.