



[www.novapilates.co.za](http://www.novapilates.co.za)

## ***Terms and Conditions***

I, \_\_\_\_\_, accept the following terms and conditions of being a client of Nova Pilates.

### **PAYMENT TERMS**

Payment for service(s) must be done in advance, and the amount must reflect before the 1st of every calendar month.

Both cash and electronic transfers (EFTs) are accepted.

### **CANCELLATIONS**

#### *One-on-one sessions:*

If for any reason the instructor needs to cancel your appointment with less than 24 hours' notice, a complementary session will be provided at the next regularly scheduled time.

In return, a minimum cancellation notice of 24 hours or more is required. Sessions not given such adequate notice will be charged in full.

Only 2 sessions can be carried over to the next month. Sessions purchased, but not redeemed within 3 months will be forfeited.

#### *Partner sessions:*

Should your partner not be able to attend the partner session, you must still attend the session at a normal partner rate, and your absent partner will be charged accordingly. No partner sessions can be rescheduled, unless a convenient time can be agreed upon mutually between both partners, and your Pilates instructor.

#### *Group classes (max. 12 people):*

Fees are payable monthly in advance – no fees are carried over!

If you need to make up a class, it is your responsibility to arrange with the relevant instructor

All missed classes can be made up within 3 months

Classes missed in November and December should be made up within the same year

Classes can only be made up with the same instructor

## NOTICE OF TERMINATION

*One calendar month* notice is required if wishing to discontinue your Pilates training.

If no such notice is received, fees for the full month will be payable. This is applicable for all class types - one-on-one, due, trio, group and reformer classes.

## REFUNDS

If you are unable to continue with your scheduled Pilates training sessions due to medical reasons, you will need to submit a letter from your doctor explicitly restricting exercise, following which your sessions may be frozen until you are able to return. A refund will only be generated in extreme cases where the condition of the client is beyond the personal instructor's scope of practice.

## PAYMENT DETAILS

### Cash:

Amount as agreed per month in advance, handed directly to the Pilates instructor.

### EFT details:

Nova training

Standard bank

Branch code: 00 63 05

Account number: 00 328 7874

Electronic transfers must be confirmed by either SMS or email of the successful electronic transaction.

## HEALTH CONCERNS

Health concerns, be they pre-existing or arising following initiation of training, may need further input from your doctor or other healthcare practitioner. Your Pilates instructor may request to obtain this information. Please note that your Pilates instructor cannot diagnose, treat or prescribe any treatment or medication.

### *Please note:*

Should a client breach one or more of these terms and conditions, they will receive a letter from NOVA Pilates detailing this breach.

Please understand that this is a business relationship, and as such we need to adhere to the guidelines in place.

SIGNED AT \_\_\_\_\_ ON THE \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_\_\_

**Signature:**

\_\_\_\_\_