



**BRIDGEHAM**

OSTEOPATHY · PILATES · GARUDA · WELLBEING

## **Group Class & Enrolment Terms & Conditions**

### **Group Class Policy**

If you intend coming to class once per week you can purchase a 5 or 10 class pass. The 5-class pass has a 60-day expiry. The 10-class pass has a 90-day expiry.

For those who want to come to at least two classes per week, the 10 or 20 class passes are the best option. They both have a 90-day expiry.

All classes must be paid for at the time of booking. It is your responsibility to book all your classes at the time of purchasing your pass to guarantee your place. Your class pass enables you to attend any class on our class schedule. Classes can be booked up to 30 minutes before the class begins. Reception can email you a list of your booked classes if required.

It would be beneficial if all class bookings were made using the Bridgeham website [www.bridgeham.com](http://www.bridgeham.com) or via the Mindbody app booking system. If you don't already have the app please speak to a receptionist to be given access, or you can register via the app. You will need to download it from the app store (apple or google). Search for Bridgeham Clinic. You will need to create your own account, which our reception team will then merge with your Bridgeham account.

### **Class Cancellations, No Shows and Wait Lists**

We operate a strict 24-hour cancellation policy for all our classes. Class cancellations made 24 hours or more before the class start time will not be deducted from passes. All cancellations made with less than 24 hours' notice will be taken from the class pass or charged at the full class price. Monday classes must be cancelled on Saturday to avoid being charged.

Cancellations can be made via your account on the Bridgeham Clinic app, via the website or by contacting reception.

It is your responsibility to inform us of any booked classes you are unable to attend to avoid your class pass being charged. This will also ensure those patients on the wait list receive sufficient notice to be able to attend.

Accounts will be debited for no shows.

No exceptions will be made for any reason, including but not limited to parking problems, illness, family illness, travel delays, missing buses or work issues etc. No refund will be given for the class, nor will it be returned to your account.

**Bridgeham Pilates Partners, 1 Oak Cottage, County Oak Way, Crawley, RH11 7ST**

**Tel: 01293 542245**

**Web: [www.bridgeham.com](http://www.bridgeham.com)**

**Email: [info@bridgeham.com](mailto:info@bridgeham.com)**

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## No Shows

If class attendees fail to turn up for class without prior notice (“no-show”) the class credit will be deducted from the class pass. No refund will be given for the class. If no valid pass is available to debit, the class will be assigned to account and will be deducted from the next pass purchased.

## Waiting Lists

If the class you wish to attend is full, you can add your name to the Wait List. When a space becomes available in class 24 hours or more prior to the class start time, the first person on the waiting list will be added to the class and the booking system will email that person a notification. The patient will need to confirm they wish to attend by replying to the notification email to guarantee their space. If a confirmation is not received prior to the start of class, the Clinic cannot guarantee the availability of the space. Once the space has been confirmed, normal booking terms apply.

## Changes, Substitutions and Change of Teacher

Classes may be cancelled by the management; teachers may be substituted or removed, class times may be altered or the days on which they operate may change. No refunds are given because of timetable changes.

The most current class schedule is emailed to all class attendees. It is also available to view on the website and on the Bridgeham Clinic app.

## Class Pass Expiration

Class passes cannot be extended beyond their expiration date. If there is credit remaining on a Class Pass and the Pass expires, the credit will no longer be valid.

**In rare circumstances**, we will add on unused classes that are left on 10 & 20 Class passes that are about to expire, to a subsequent newly purchased 10 or 20 Class pass, if the new pass is purchased before the old one expires. 10 or 20 Class passes that have been transferred to a new 10 or 20 Class pass, may not be transferred a second time. Expiration dates will not be changed.

*For example, Mrs Jones is whisked away for a surprise holiday to Australia. She has 5 classes remaining on her current 10 class pass, but will be unable to use them before her fantastic holiday. She purchases her next 10 class pass before boarding the plane, and the 5 owing classes are added to her new pass. The pass will not activate until her first class attendance on her return. She loves the fact that she will then have 15 classes she can attend in the following 90 days!*

## Refund Policy

All class payments are non-refundable for any reason, including, but not limited to holidays, injuries [old & new], illness, family illness, travel delays, missing buses, work issues, arriving after the class

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has begun & changing your mind. The cancellation policy applies to **ALL** class attendees. In the rare instance a refund is made, a 20% administration charge will be applied.

## **Enrolment Policy**

An enrolment is when a patient commits to attending a regular class for a specified period, i.e. a 9-week course. Full payment for the entire course is taken for the course at the time of booking.

If the patient is unable to attend all the dates of the course, then they may wish to consider purchasing a class pass and attending any of the classes on the schedule covered by passes.

Class passes cannot be used for enrolments, and it is not possible to make up a missed enrolment class by attending a class covered by a class pass.

## **Cancellations and No Shows**

Enrolment classes cannot be cancelled as they are part of a block of bookings. Non-attendance and no shows, for any reason, will result in the loss of that class from the booked course. No refund or transfer of lost classes is permitted.

## **Class Changes and Change of Teacher**

In rare circumstances enrolment classes may be cancelled by the management and teachers may be substituted. Patients will be notified in advance of such an occurrence.

## **Refund Policy**

All enrolment payments are non-refundable for any reason, including, but not limited to holidays, injuries [old & new], illness, family illness, travel delays, missing buses, work issues & changing your mind. The cancellation policy applies to **ALL** enrolment attendees. In the rare instance a refund is made, a 20% administration charge will be applied.

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