

On-line booking terms and conditions

At The Pilates Boutique we like to keep things simple, so we operate a firm but fair 24-hour cancellation policy.

As a small business we just would not survive if we refunded clients when they could not attend a session. It is important to us that we treat every client in the same way and that our cancellation policy is transparent.

Any group class or private class that is cancelled or rescheduled within the 24-hour cancellation period will be charged as if you have attended.

If you know you cannot attend a class, please reschedule that class in good time using the on-line booking platform.

Private 1:1 class cancelation needs to be put in writing in email form.

Payments for classes, workshops and grip socks are non-refundable and non-exchangeable.

Clients must be in attendance at least 5 minutes prior to the class start time. Failure to do this may result in the client not being able to join the class.

Classes are booked on a first come first served basis.

Teachers occasionally change at short notice; no refund or exchanges will be given if there is a cover teacher, and 24-hour cancellation rule still applies.

The first time a client books they will complete the health questionnaire. They will tick the compulsory box agreeing to 'I understand that participation in Reformer Pilates involves physical movement and equipment that may carry the risk of injury. I assume full responsibility for myself in class, and I will follow the instructions of my teacher.' This is binding through all future classes that are attended at The Pilates Boutique.