

Synergy Pilates Terms and Conditions

Here at Synergy Healthworks, because our class sizes are small and fill quickly, clients must adhere to the cancellation policy.

Rescheduling sessions will need to be made more than 24 hours prior to your class beginning (morning or evenings) in order to avoid a cancellation fee. We understand sometimes unforeseen circumstances arise but we have to be strict, fair and consistent with all clients therefore no exceptions will be made.

Matwork and Reformer Group Pilates is booked in 10 week terms for 50 min sessions. When you book into a term, you commit to your timeslot every week for the term. We understand that it is not always possible to make every session, so we do our best to offer you a make- up class if you have provided us with more than 24 hours' notice. Due to the small class size for reformer group terms (3 people), it is difficult to arrange make- up classes, so where possible it is best to stay in your timeslot. We cannot guarantee make-up classes. The more notice that you give us, the greater the chance that we can accommodate you. No refunds will be given for classes not attended.

As a courtesy, please cancel if you are unable to attend a class to make your place available to others.

Waitlist

If you are unable to reschedule a spot because your desired catch-up time is full, we highly recommend putting yourself on the waitlist. As positions open up in the class, we offer them to people on the waitlist (in the order that they placed themselves on the list). If we call and we get an answering machine or we cannot get in contact with you, we will contact the next person on the list so please keep your contact details current.

As a courtesy, please notify us if you no longer wish to be on the waitlist so we don't waste time contacting you if a position in a class has become available and we can offer it to others. You can remove yourself from the waitlist by email or over the phone.