CLASS BOOKING ETIQUETTE

physiotherapy
pilates
proactive

Here is some important information to help you with the Booking process.
With approximately 350 people attending classes each week, these guidelines are designed to make the process as smooth as possible for everyone.

- **Paying for classes**
  - You can pay at the desk or over the phone with your credit card.
  - Classes are purchased in blocks of 10. These are referred to as Prepaids.
- **Booking your classes**
  - Classes are booked on a first come, first served basis.
  - You need to book your classes in advance by using a Booking Sheet.
  - On the Booking Sheet write down which classes you wish to attend – you do not need to attend the same class each week.
  - You can book as many classes as you want – up to 2 months in advance.
  - Hand the Booking Sheet in at the desk (you can also fax or email it to us).
  - Your classes are not confirmed until you collect your Booking Sheet.
- **Collect your Booking Sheet**
  - Booking Sheets are completed by the next day and placed in the Booking Box on the desk.
  - This is your record of confirmed Bookings.
- **If a class is full you will be added to the Wait List**
  - Your Booking Sheet will show you when you are on a Wait List.
  - We will ring you as soon as a spot in your requested class becomes available.
- **You are required to cancel a class if you are unable to attend**
  - This will allow people on the Wait List the opportunity to attend the class.
  - It also enables the correct number of mats to be placed out for the class and helps avoid unnecessary overcrowding.
  - Please give as much notice as possible – If you consistently cancel with less than 2 hours notice you may be charged the full fee as this is considered unfair and discourteous to others who are on the Wait List for that class.

Helpful Hints

- Popular classes fill up quickly so be prepared to go on a Wait List – people's circumstances are continuously changing and we ring Wait Listed people in the order of their bookings.
- You can change or cancel individual bookings at the desk or over the phone.
- Please don't ask staff verbally to make multiple bookings for you – fill out a Booking Sheet. This will help our reception desks run smoothly. It is also for your own peace of mind, as the Booking Sheet ensures mistakes are not made.
- When your Prepaids have run out your name will appear on the Prepay List on the noticeboard, as a reminder that you are due to buy your next Prepaids.
- Receipts are available from the desk after you have completed your 10 Prepaids. If you attend an evening class when there is no receptionist, your receipts will be posted the next morning.

Thank you for your cooperation.

The Physiotherapy Pilates Proactive Team