



Welcome to your Physio Rehab journey. We hope you find these exercises helpful in understanding your body and enable you to optimise your physical wellbeing.

### **How often to attend**

For the most effective technique and optimal results, we recommend attending 2-3 times per week. With over 35 sessions available each week, you'll have plenty of options to fit into your schedule. Like any exercise routine, consistency is key to achieving the best outcomes.

### **How to book classes**

The easiest way to book classes is by registering for our online booking system. This allows you to reserve classes up to 4 months in advance. Our timetable outlines how you can implement this process. If a session is full, please let us know you would like to be put on the Wait List and we will notify you, should a place become available.

### **Cancelling classes**

You can cancel or reschedule your booking online. Alternatively, you may call us as soon as possible (preferably the day before), so we can offer your spot to someone on the waiting list. Please note that if you consistently cancel with less than 12 hours' notice or fail to attend, you may be charged the full fee.

### **Class fees and expiry**

Classes can be purchased individually or in prepaid blocks of 5, 10, 30, or 50. Prepaid classes are valid for 6 months. Extensions may be granted in extenuating circumstances, but refunds will only be issued with a medical certificate.

### **What to wear**

Wear comfortable, but relatively fitted clothing. Ensure that tops do not gape, and wear bike pants under loose shorts. We sell grip socks, which are ideal as they stay securely on your feet and provide excellent traction on the equipment. If you forget your socks, spare pairs are available for purchase at reception.

### **Health Funds**

Once you have completed your block of prepaid classes, we will issue an itemised receipt, which you can submit to your private health fund. Please note Rehabilitation Reassessments are needed every 3-6 months for health fund claims but are also extremely important to keep your program challenging and to continue to address your goals.

## **Class Etiquette**

To ensure the comfort of all clients, please follow these guidelines:

- Switch off your mobile phones before entering the studio.
- Bring a fresh pair of grip socks to every class.
- You may wish to bring a small hand towel to place under your head.
- Bring a water bottle to stay hydrated.
- Clean equipment before use with the wipes or spray provided (bring your own cloth).
- Please do not attend class if you are unwell.
- Be mindful of only spending a maximum of 10-12 mins per piece of equipment at a time. You can always revisit unfinished exercises once everyone has had a go or in your next session

## **To maximise your experience, here are some tips:**

- You may enter the studio directly from the arcade.
- Please wait until your session time to enter and finish within the allocated hour.
- You will find your program by logging in to your Physiapp on your phone or hard copy in the file holders; please return it after your session.
- Sessions last 1 hour; the physio will be available for the first 30 minutes.
- There is no specific order for equipment use; we recommend you start with unfamiliar equipment when the physio is present.
- Expect it to take four to six sessions, sometimes longer, for you to feel competent on each piece of equipment.
- Try and vary the equipment you use when the physio is in the studio so all exercises can be checked and cued for the best technique.
- Inform the supervising physio of any symptom changes.
- The supervising physio may suggest variations or changes to spring settings as you progress.
- Do not change spring settings or add exercises unless instructed by the physio.
- Program updates and full reviews are recommended every 2-3 months to allow you to continue to work toward your goals.