

Terms and Conditions

Information published on this website is provided for the use of its visitors and you are advised that, although care has been taken to provide technical and factual accuracy some errors may occur. No guarantee is given to the accuracy or completeness of information on these pages. Please be aware that Pilates Sheen & Richmond may change the information on its website from time to time. Pilates Sheen & Richmond shall have no liability arising from the use by any party of the information on this website.

On this page you will find information relating to Pilates Sheen & Richmond's Terms and Conditions. This information includes details about: Payments, cancellations and promotions/offers.

Payment

You are required to pay for the costs of any classes at least 24 hours before the appointment. Payment can be made online through the Bsport diary software, by bank transfer at the owners' request or cash in advance of the booking.

Appointments are only booked in and confirmed with advance payment.

We do not offer refunds, transfers or exchanges on any purchases. It is important you take time to research what you are purchasing in advance so that all purchases are satisfactory to both you the client and the studio.

Private Medical Insurance

Pilates Sheen & Richmond does not accept any private medical insurance. All appointments/classes are self-pay. Appointments are all either 50 or 55 minutes long and are priced to be booked and paid for in advance.

Cancellations

We require 24 hours' notice of cancellation or rearrangement of any appointments or classes otherwise a cancellation charge of 100% of the fee will be applied to your account. Monday appointments require 48 hours cancellation so you must notify the studios on Saturday if you need to cancel your Monday appointment. You may call or email us to cancel/rearrange your appointment. You can also cancel your appointments using the Pilates Sheen & Richmond branded app using Bsport software.

Recurring Appointments

If you wish to attend at the same time each week, we can set up a recurring appointment for you if the time is available. This reserves the same time each week for you. You need to attend on average 3 classes per month. If attendance is less frequent than this the studio reserves the right to cancel the recurring appointment and then appointments can be booked subject to availability. Appointments are booked a maximum of 4 weeks in advance.

Promotions/Offer

Discounted and promotional offers must be paid for in advance and are non-transferable and non-refundable. The usual cancellation policy exists for all appointments/classes unless a different requirement is specified on booking. Please note an expiry date on offers is adhered to so any classes unused by the end of the expiry date will be lost.

From time to time, we offer promotional offers on selected services. They will be specified if for new clients, existing clients or a one per customer offer. These promotions cannot be used in conjunction with any other promotions and the expiry date may differ offer to offer.