

# Pure Moves Guidelines

## DRESS

Wear comfortable clothing with no zips, buckles or buttons (these can damage our mats, as well as dig into your skin!), that allows you to move freely. Shoes must be removed and stored in the shelves provided in the Changing Room. Remember to switch off your mobile phone!

## NO GLASSWARE

Please only use plastic drinking cups as provided in the Changing Room cupboard in the Main Studio. All cups must be cleaned and returned after use.

## CAR PARK

There are only 4 allocated Pure Moves spaces for client use in the main car park - the rest being for the tenants of Wesley Lower School and the Church. Please do not park in non-Pure Moves spaces. There are more (limited) parking spaces on Wesley Close. A larger car park can be accessed along Christchurch Street West and first right into South Parade.

## BIKES and PRAMS

Please store in bike shed (just pull door forward it only looks locked)

## CLASS PAYMENTS

We can only reserve your place if we have payment before the start date of the class half term, or if you have phoned to arrange something else. If you are unable to attend any longer please notify Pure Moves office email 2 weeks before your leaving date.

## NO REFUND POLICY

Please do not ask for a refund for classes you are unable to attend as we cannot provide them. However, if you are returning, we can offer you make-ups in lieu of missed classes due to illness, injury or pregnancy.

## MAKE-UPS POLICY

All make-ups should be arranged in person with a teacher either before or after a class and not by phone or email. You have 6 weeks from the time of the missed class to make up

## PILATES 1:1's CANCELLATION POLICY

If cancelling or postponing a 1:1 appointment 24 hours' notice is required. Otherwise a late cancellation fee of £35 is charged.

Do remember it is important to inform your Teacher of any changes to your health or wellbeing at the start of every class.

**Thank you for choosing to attend our classes at Pure Moves**

