

# Pure Moves Guidelines

## DRESS

Wear comfortable clothing that allows you to move freely, with **no zips, buckles or buttons** (these can damage our mats, as well as dig into your skin!). 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 absences should be posted in advance and make ups booked via ClassSwap. You have up until **18 hours** before a class starts to post your absence and **6 weeks** from the posted class date to claim a make up class. Make ups cannot be rebooked if missed.

## 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.

## PURE MOVES PILATES EQUIPMENT

All Pilates Equipment is the property of Pure Moves. Please do not remove any equipment from the premises, thank you.

**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 attending classes at Pure Moves

# Pure Moves

Body • Mind • Health

