



### **Make up Session Policy**

Make up sessions are classes that can be taken if you miss a class within a course of Pilates or Reformer (subject to availability).

The following parameters apply for these sessions:

- Make up sessions are limited to two per person for each course registered.
- Make up sessions must be used within the same course as the missed class and can't be carried over (unless sick during the last week of the course).
- Make up sessions are only available in classes that have availability.
- Make up sessions are only permissible when classes are cancelled in advance, preferably with 24 hours' notice.
- If you do not show up for your make up session without prior notice then the session cannot be used again.

We will always do all we can to accommodate a missed class, however we cannot guarantee suitable make up sessions, as they are subject to availability.

We post session availability in the Whatsapp group several times per week, there are also mat classes available along with online (zoom) classes available.

### **Reformer Whatsapp Group**

This group is to keep you informed of make up session availability- it is an information/read only group so you will only receive messages from us. To respond or arrange a make up session please email us [hello@allactivepilatesandphysio.co.uk](mailto:hello@allactivepilatesandphysio.co.uk). If you are not in the whatsapp group and would like to join please let us know.

We thank you for your continued support.

For any queries or questions please contact us [hello@allactivepilatesandphysio.co.uk](mailto:hello@allactivepilatesandphysio.co.uk)