

Cranfold Members Plan -So how does it work?

(Terms and Conditions)

1. You are joining Cranfold Clinical Pilates Membership for £43 each month, payable on the 5th of every month.
2. As Members, you will be given the term dates for the whole year in advance, and you will have a guaranteed place in your choice of class for the whole year.
3. Dates for classes from September 2019 will be emailed to members by 1st Aug 2019
4. Payment will be by monthly standing order and can be terminated at any time with 30 days' notice. Cancellations to be emailed to Pilates@cranfoldphysio.co.uk please.
5. All memberships will roll on indefinitely unless a patient informs us by email to pilates@cranfoldphysio.co.uk and /or cancels their standing order
6. If a standing order is not received on the date required each month we will reserve the right to remove the patient from the classes.
7. There is no joining fee.
8. New members can join at any time subject to an available class space, and the 45 minute initial 1:1 session will be included in the annual membership. If for whatever reason after taking the 1:1, the membership is ceased within the first 3 months of joining, there will be a £45 charge for this session.
9. Patients wishing to do more than one class per week, can purchase 40 extra classes per annum (ie another class place) for an additional £38 per month, saving £60 a year.
10. Patients can have any number of additional packages subject to available space on a class.
11. The current flexible swapping system for any dates you know you are unable to attend will remain in place, provided that we receive an email (sent to reception@cranfoldphysio.co.uk) 2 working days before the class is due to take place. This will allow your class to be "banked" for use by others. Patients with banked sessions should phone Cranfold to discuss availability and to book a replacement class.

12. All banked sessions must be used by the end of the Pilates year (31st August), but replacement classes may be taken in advance of the banked session date.
13. Attendance at a swapped class is at the patient's own risk, as it may be with another therapist who is unfamiliar with their history and condition. The responsibility is on the patient to only participate in exercises they are familiar with and/or feel comfortable performing. The therapist taking the class will focus on regular class members so that swapping patients do not alter the flow of the regular class to the detriment of regular attendees.
14. Any changes to fees will be emailed to patients with at least 30 days' notice prior to implementation, with the current fees guaranteed until at least 31st August 2020.
15. Please note that if a member is more than 10 mins late for a class, they may not be admitted, as the warm up may have finished and it can be disruptive.

FAQs

What if I can't attend classes for a while due to illness?

If you are ill or having an operation, you can either cease your membership and join again when you are better (subject to availability), or you can freeze your membership for up to 2 months, to hold the place in your chosen class. The cost of freezing your membership is £15 per month.

I have another question

Please email us on pilates@cranfoldphysio.co.uk