

# Cranfold Mat Members Plan -So how does it work?

## (Terms and Conditions)

1. You are joining Cranfold Clinical Pilates Membership for £43 each month, payable by recurring card payment through our website.
2. Our term dates for the whole year are published on our website. Our year runs from September to August.
3. You will have a guaranteed place in your choice of mat class for the whole year.
4. The year includes 40 classes a year.
5. Dates for classes from September 2020 will be updated on the website by 1<sup>st</sup> Aug 2021
6. Payment can be terminated by you at any time via our website. We ask for 30 days' notice where possible please to help us fill the class place. Cancellations to be emailed to [Pilates@cranfoldphysio.co.uk](mailto:Pilates@cranfoldphysio.co.uk) please.
7. All memberships will roll on indefinitely unless a patient informs us by email to [pilates@cranfoldphysio.co.uk](mailto:pilates@cranfoldphysio.co.uk) and /or cancels their payment
8. We will reserve the right to remove a member from the classes if payment ceases .
9. There is no joining fee.
10. 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 £49 charge for this session.
11. 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.
12. Patients can have any number of additional packages subject to available space on a class.
13. 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 31<sup>st</sup> August 2021.
14. 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.

15. Mat Members may upgrade to Online Pilates Membership for a discounted price of £15 pcm. This gives access to all the OPM benefits:
- a. One weekly class (52 a year)
  - b. One further monthly class (12 a year)
  - c. Access to a library of tips on technique and additional content
  - d. Challenges and further content on continued membership

## 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](mailto:pilates@cranfoldphysio.co.uk)