

gophysio
Pilates

FAQs

We appreciate that you may have lots of questions about our Pilates Membership System.

Our team are all on hand to answer any questions you may have but please take some time to read the FAQs here, where we have aimed to address all your potential questions and concerns.

If we haven't answered your question here, please speak to our team or email pilates@gophysiotherapy.co.uk

Membership

Why do you operate with a membership system and not pay per class?

Pilates is a form of exercise, like most, where the best benefit is gained from practicing regularly. We want you to get the most from your classes and from over 10 years of teaching have found that having that regular commitment of a regular, weekly class will help you get the best results. With busy lives, it's all too easy to dip in and out and something else becomes a priority over yourself. So, having a regular class that you're committed to helps support you to invest time in yourself for your health and wellbeing.

Over the years, we've also learnt that our Pilates attendees really value having a space in their regular class. It forms part of their weekly routine and strong friendships are formed with other attendees. When it came to having to re-book, people were fearful of losing their space and had the worry of not missing booking deadlines or remembering to pay. Having an automatic payment system addresses all this and makes it easy and hassle free.

Some months are 4 week months and some are 5 week months, how does that work?

Over time, it balances out. Some months you will get 5 classes and some months you will get 4 classes. It's no different to a gym membership, children's swimming lessons, dancing lessons or other payment schemes, where you pay a monthly fee.

If you take a look at this table, this summarises how many regular classes will be scheduled for each day of the week throughout 2019, taking into account bank holidays and the occasional Saturday that we have to close.

Day	Number of scheduled classes for 2019	Number of Bank Holidays or Clinic Closed when no classes**	Total Number of Classes for that day in 2019
Monday	48	4	52
Tuesday	52	1	53
Wednesday	51	1	52
Thursday	51	1	52
Friday	51	1	52
Saturday	50	2	52

***These classes can be 'made up' as per the 'make up system' and we will schedule additional extra classes in these weeks in order to increase availability and options for those making up a class.*

On such occasions (when we are closed for bank holidays or Saturdays), you will still be able to 'make up' your 'missed' class that month and we will put on additional classes to increase capacity for make ups.

So, for every class, no matter what day you attend, you will have the opportunity to attend at least 52 classes a year. This equates over the year to £12.69 a class, so only a 19p increase on what you are currently paying equivalent per class. The small fee increase is in line with increasing costs and overheads and enables us to continue to run specialist classes with clinically trained, experienced APPI Instructors.

What if I want to do 2 classes a week?

If you'd like to do 2 regular classes a week, the special introductory monthly direct debit fee will be £115/month.

What happens if I want to cancel my membership?

You may terminate your membership at any point by cancelling your direct debit with your bank, allowing 3 to 4 working days for the bank to action this.

As it takes 3 to 4 working days to cancel your DD with your Bank, and we will always take your DD on the 25th of every month for the classes in the following month, please ensure that you allow sufficient time i.e.

- If you cancel your DD at least 3 to 4 working days before the 25th of the month, your membership and access to classes will finish at the end of that calendar month. e.g. If you cancel your DD at least 3 to 4 working days before 25th May, your classes will end in May and you will not start any classes in June.
- If you cancel your DD after the 25th of the month, payment will be taken on the 25th for the following month's classes and your access to classes will finish at the end of that following month. e.g. If you cancel your membership after 25th May, your DD payment will come out on 25th May and your membership will continue to the end of June. No DD will be taken on 25th June and you will not start any classes in July.

We will be notified by GoCardless that you have cancelled your DD and update your records accordingly.

If I cancel my membership, can I rejoin?

Yes, certainly. You can re-join at any time by contacting us and letting us know what class you'd like to join. If there is a space, we'll send you another DD set up email invitation, which you'll need to complete.

Can I freeze my membership?

No, we do not offer the option to freeze membership. However, if you are unable to attend Pilates due to extenuating circumstances such as a prolonged illness, surgery or personal reasons that you'd like to discuss, please email pilates@gophysiotherapy.co.uk or discuss your situation with your Instructor. We will be happy to review individual circumstances on a case by case basis.

What happens if I want to re-join part way through a month?

In order for DD payments to be set up in time for the following calendar month, we require the DD instruction to be completed by **25th of the month**. If you are joining after this date but before the start of the following month, we will need to take a manual advanced payment for the next month's Pilates classes and your DD will start the following month. e.g. If you set up your DD on 28th June, we will take a manual payment for July's classes and your DD will start on 25th July for August's classes.

Can I set up my DD by phone or in writing?

Unfortunately, we are unable to offer this as an option. Setting up your DD online provides the most secure option for you (no credit card is required). It requires you enter just 6 pieces of information online in a very simple and easy to follow format:

1. First name
2. Surname

3. Email address
4. Sort code
5. Account number
6. Postcode

The details are entered directly onto the secure GoCardless site and goPhysio do not have any access to any of your personal or banking details. It isn't 'online banking' and is a fully secure site. Your payments will be fully protected by the Direct Debit Guarantee.

If we were to introduce paper or phone set up options, we would have to retain paper copies of your information in order to meet financial regulations. We felt that this option was far less secure for you and not necessary in the modern age!

If you aren't confident setting up your DD online, we'd be more than happy to assist you at the clinic, please let us know.

Classes

What if I want to move classes?

If you find you need to move classes because of the day or time or if you're making great progress and want to change levels, this is easy. Just speak to your instructor and they will be able to clearly see which classes have spaces available and facilitate a move in classes. Your DD payment can stay in place, no changes will have to be made.

Will there be classes running over the Summer and Christmas?

Yes, we will be running the same regular class timetable all year round. The only times that there will not be classes will be on bank holidays, when the clinic is closed. We occasionally have to close the clinic on a Saturday. If this is the case, you can make up your missed Saturday class at any of the other regular classes. We will put on extra classes to provide additional availability for make up classes on bank holiday weeks and weeks where a Saturday class is not running.

What happens if goPhysio have to cancel a class because of severe weather or Instructor illness for example?

We will do our best to avoid cancelling classes whenever we can. In the unfortunate event of us having no option but to cancel a class, you will be able to make up the cancelled class at any time and additional classes will be put on to increase availability for make up classes to accommodate.

Make Up Classes

How do make up classes work?

Make up classes are in place for occasional use. If you are unable to attend your regular class, we offer for you to make up your missed class at another time. Make up classes will need to be taken in the same calendar month as your missed class. Make up classes are subject to availability. So that the system works for everyone, if you know that you are unable to attend your regular class, it is appreciated that you give us as much notice as possible. This way, your space can be offered as a make up class for someone else and then, when you might need to make up a class, there is more chance of a space being available if we already know someone can't make it! Make up classes will only work if we are informed that you are unable to attend.

How much availability is there for make up classes?

As long as you let us know that you aren't able to attend your regular class, there should be plenty of spaces available throughout the week for make up classes for everyone. To facilitate this, we run the entire timetable at below full capacity. This provides available spaces throughout the week. Once the classes are nearing capacity, we will add an additional class to the timetable.

Can you guarantee a space in a make up class?

Unfortunately not. All make up classes are subject to availability. There will always be space available in a choice of classes every week for you to make up your missed class, however, we can not guarantee that the available days or times will be convenient for you.

Can I carry over a make up class to the next month?

No, make up classes have to be taken in the month of your missed class. They can not be carried into the next month. Therefore, please plan ahead - if you know that you will be missing your regular class at the end of the month, please make this class up in advance.

What if I don't attend the make up class I put down?

Unfortunately, if you have booked a make up class and you fail to attend this class, you will lose that make up class. It can not be booked for another time.

Do I need to do the same level of make up class?

Not at all! In fact, it can be great to do a make up class at a different level than you are used to. It's a great opportunity to try a more advanced level to see whether you may be ready to progress or, if you're already at a more advanced level, doing a beginner or intermediate class can really help your Pilates, by going back over and practicing some of the more simple moves and refining your technique.

Holidays

What if I am going on holiday?

If you are going on holiday, you will still have the opportunity to 'make up' any missed classes (subject to class availability). The only change is that any make up classes will need to be made up within the calendar month of the missed class(es). This means if you are going away towards the end of the month, make up the classes before you go away. If you are going on an extended holiday, to guarantee your space in your class when you return, you will need to continue to pay your monthly DD membership fee. The alternative option is to cancel your membership and re-join on your return. However, you will risk losing your space in your regular class, as spaces can not be held open.

If you are due to be away for 3 or more consecutive weeks, we offer an extended make up class system. In this instance, you will have 3 months in which to make up your missed classes, the month before, the month you are away and the month after. So, if for example you are away for 3 consecutive weeks in June, you will have May, June and July in which to make up your missed classes. If for example you are away 1 week of September and 2 weeks in October, you will have August to November to make up your classes. You will just need to make sure you inform us in advance that you are going to be away for an extended period.

Can I freeze my membership if I'm going on holiday?

Unfortunately, because class sizes are limited and we have waiting lists for many of the classes, we are unable to freeze memberships.

I'm going away for 3 weeks in the summer or my Children are on school holidays, so I can't come over the summer, what options do I have?

There are 2 options you can choose from:

1. You can tell us you are going to be away for 3 or more consecutive weeks and we will make a note of this on our class record. You will then be given an extended period over which you can make up your missed classes, to include the month before and month after your missed classes. So, if you are away in August, you can make up your missed August classes in July or September - this allows ample time to make up these classes so you don't miss out.

2. Your DD payment is totally in your control. You can cancel your monthly DD for the month that you won't be attending Pilates. All you need to do is contact your bank, allowing at least 4 working days before your DD payment is due, and they will cancel your DD. We will be notified that your DD has been cancelled and take your name off of the class list for the following month. When you'd like to re-start Pilates, just get in touch - either drop us an email or call reception. We'll confirm which classes have spaces and allocate you a place in your preferred class (subject to availability). You'll then receive an email invitation to set up a new DD and you can re-start Pilates. It really is very easy! If you choose this option, we won't be able to guarantee that you'll get a space back in your regular class, but if you're flexible with classes you may prefer this option.

Bank Holidays

Will classes be running on bank holidays?

No, the clinic is closed on bank holidays, so there will be no classes running on bank holidays. In the weeks where there is a bank holiday, we will be putting on additional classes on other days so that you can 'make up' your missed bank holiday class. We will communicate about extra classes being put on via a monthly Pilates email.

My regular class is on a Monday, what happens to the missed class on a bank holiday?

You will be able to make up that missed class on another day or time. You can choose a class from the regular timetable or from one of the extra bank holiday make up classes we will put on. As per our make up class policy, the make up class will need to be taken in the same calendar month as the bank holiday.

Illness or Injury

What happens if I'm unwell and can't make a class?

If you are unwell and unable to make your regular class, you can still make up the class as usual (see above).

I'm injured or unable to attend for medical reasons, what happens then?

In the case of medical reasons, we will look at each situation individually. Please discuss your situation with your instructor or email pilates@gophysiotherapy.co.uk and we will review your situation and get back to you. In situations where there is a valid medical reason we can review your membership.

Can I do additional classes?

Yes, if you'd like to do ad hoc extra classes you can do this on a 'pay as you go' basis. The cost of extra ad hoc classes is £15 a class and is subject to availability.

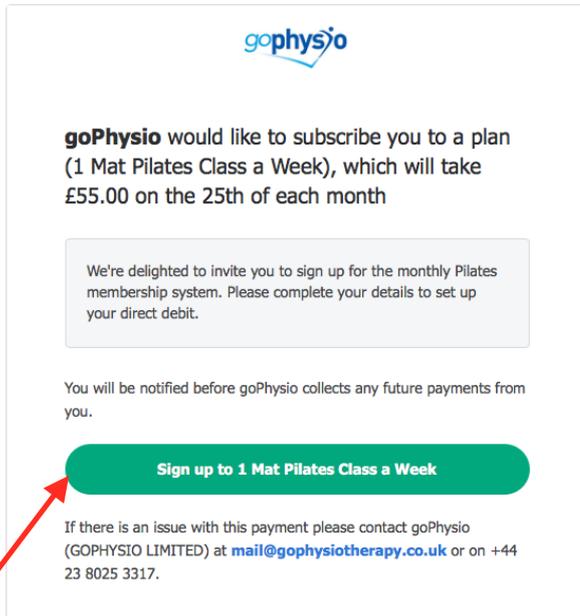
More about GoCardless

- GoCardless is a leading provider of direct payment solutions. All payments taken via GoCardless are protected by The Direct Debit Guarantee.
- The Direct Debit Guarantee is the Direct Debit scheme's customer protection. The Guarantee protects customers against payments made in error or fraudulently, making Direct Debit the UK's safest payment method. With this guarantee in place, in the case of any incorrect or fraudulent payments, you are entitled to a full and immediate refund from your bank.
- GoCardless is used by more than 25,000 businesses, and uses military grade encryption to keep your details safe. It's a bit like Paypal - fully encrypted and secure, and no money can be taken without your authority for each payment.
- goPhysio will not hold any of your banking information.



Setting up your Direct Debit payment

1. Once you have attended your Pilates Start Up, you will be sent an email invitation to invite you to set up your regular Direct Debit payment. The email will contain a link to click on that will take you to this page:



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goPhysio would like to subscribe you to a plan (1 Mat Pilates Class a Week), which will take £55.00 on the 25th of each month

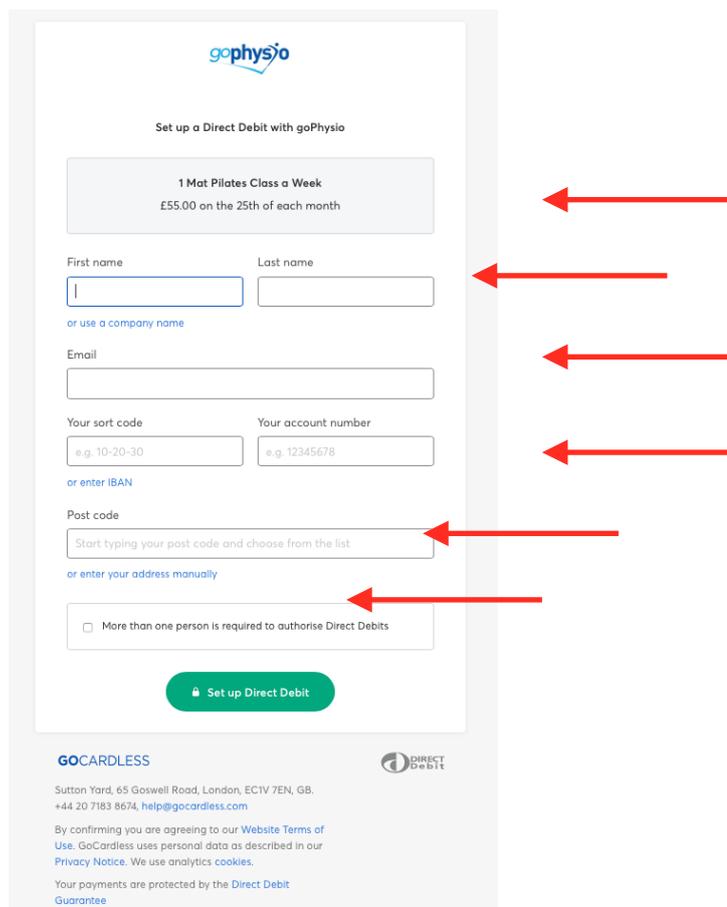
We're delighted to invite you to sign up for the monthly Pilates membership system. Please complete your details to set up your direct debit.

You will be notified before goPhysio collects any future payments from you.

Sign up to 1 Mat Pilates Class a Week

If there is an issue with this payment please contact goPhysio (GOPHYSIO LIMITED) at mail@gophysiotherapy.co.uk or on +44 23 8025 3317.

2. Click on the green button to 'Sign up to 1 Mat Pilates Class a Week (this will say 2 if you normally attend 2 classes).
3. This will take you through to the Direct Debit set up page. Here you need to enter your personal details; including First name, Last name, Email, sort code, back account number and postcode.
4. Click on the green 'Set up Direct Debit' button.



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Set up a Direct Debit with goPhysio

1 Mat Pilates Class a Week
£55.00 on the 25th of each month

First name

Last name

or use a company name

Email

Your sort code

Your account number

or enter IBAN

Post code

or enter your address manually

More than one person is required to authorise Direct Debits

Set up Direct Debit

GOCARDLESS 

Sutton Yard, 65 Goswell Road, London, EC1V 7EN, GB.
+44 20 7183 8674, help@gocardless.com

By confirming you are agreeing to our [Website Terms of Use](#). GoCardless uses personal data as described in our [Privacy Notice](#). We use analytics cookies.

Your payments are protected by the [Direct Debit Guarantee](#)

- This will take you through to a page where you can check and confirm your details. Check all your details are correct.

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Check your details are correct

Your sort code [REDACTED] Your account number [REDACTED]

Account holder name [REDACTED]

Customer or company name [REDACTED]

[Change](#)

Confirm

[View your Direct Debit instruction](#)

GoCardless will appear on your bank statement.

- If all of your details are correct, click the green 'Confirm' button.
- You will receive an email confirmation that your Direct Debit is set up.

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Dear [REDACTED]

A subscription has been set up to goPhysio.

1 Mat Pilates Class a Week
£55.00 on the 25th of each month
Starting on October 25, 2018

The first payment for this subscription will be debited from your bank account *****82 (BARCLAYS BANK UK PLC) via Direct Debit on or shortly after October 25, 2018.

Payments for this subscription will appear on your bank statement as **GoCardless, ref: GOPHYSIO-[REDACTED]**

We will notify you via email at least 3 working days in advance of any changes to your payment date, frequency or amount.

If there is an issue with this payment please contact goPhysio at mail@gophysiotherapy.co.uk or on +44 23 8025 3317.

Interested in using Direct Debit to take payments for your business? Contact our team to find out more.

DIRECT Debit