



goPilates Classes Online Booking System

Welcome to our online booking system. This system is simple and quick to use and enables you to book and manage your classes and sessions yourself. Please use these detailed instructions to help you get set up and manage your classes online or get in touch if you need any help!

Getting Started

Before you can use the online booking facility, you will need to register (sign up). Please see below for instructions how to do this and comprehensive instructions on how to manage your classes.

Registering (signing up)

To register with our online Pilates site:

 You should receive an email to invite you to sign up to the system we use, which is called Team Up, like this. (Or click on this link <u>https://goteamup.com/p/2809580-gopilates/</u> and click on LOG In / REGISTER)

go	pilates
TEAMUP ACCOUNT	JOIN COPILATES
Sign U	Jp with TeamUp
goPilates has ir business on Te	nvited you to join their amUp.
Please set a pa goPilates on T	assword to access 'eamUp.
fif76@hotmail.c	
Create a passwor	rd*
Confirm passwor	'd*
I agree to the Tear View policy	nUp Privacy Policy
I agree to the Tear View policy I agree to the Tear View policy	mup Privacy Policy mup Terms of Service

- 2. Create a password and agree to the site's Privacy Policy and Terms of Service, then click CONTINUE.
- 3. The site will ask you if you are signing up a child or other dependent. Select No.



4. Enter your personal details. We recommend that you select 'Yes' for whether you'd like to receive marketing messages from us. Any emails we send directly relate to the Pilates class services and sometimes include important information which we wouldn't want you to miss out on. Read and agree to the goPilates Terms & Conditions. Click SIGN UP.

TEAMUP ACCOUNT	
Sign	up
First Name*	
Last Name*	
Gender*	
O Male	
O Prefer not to say	
Date of birth*	
#	
Marketing Preference*	
O Yes, I'd like to receive occasional market	ting messages
 No, do not send me any marketing mess 	ages .
SIGN L	٩٢

5. You're all signed up! You will now be able to see all your upcoming class registrations and manage your classes online.

Managing your account

- 1. Once you have registered, you will be able to login to your account.
- 2. When you login, you will be able to access your account, schedule, on demand content, memberships, courses and workshops and forms and waivers in the menu.

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음 My Account ①	🗅 Schedule 🛛 🖙 On Demand	🖾 Memberships 🛛 😂	Courses 😑 Forms and Wa	ivers		
						Using the new calendar
Filter by Any Instructor Any	Venue * Any Type *					Upcoming registrations: 0
			≡ List ∰Week ∰ Month			
Mon, 16 - Sun, 22		Oc	t 23rd - Oct 29th	ii		Mon, 30 - Sun, 5 🄿
Mon Oct 23rd	Tue Oct 24th	Wed Oct 25th	Thu Oct 26th	Fri Oct 27th	Sat Oct 28th	Sun Oct 29th
08:00						

3. **My Account** - a summary of any upcoming registrations (class bookings). From here, you can also manage your profile, memberships, registrations, payments, documents and notifications.

gopilates Research & Tours					~
을 My Account 1 🗂 Schedule	🖙 On Demand	Memberships	Courses	Forms and Walvers	

From My Account, you will also be able to access the following:

- 1. Profile use to manage personal and contact details
- 2. Memberships details of any active Pilates memberships
- 3. Registrations details of any recurring or individual classes you are registered to attend
- 4. Payments details of any payments you have made
- 5. Documents where you can view our T&Cs
- 6. Notifications notification preferences
- 7. Contact all our contact details
- 4. Schedule The regular class schedule, which can be viewed as a list or weekly or monthly calendar. You can see class days, times, types and instructor
- 5. **On Demand** Access to a library of recorded Pilates videos for you to do in your own time, between classes!
- 6. **Memberships** Details of all the types of memberships and class packs that are available to purchase. *Please note, you will need to have completed an induction session at the clinic prior to purchasing any memberships or classes. Please call us on 023 8025 3317 to book in your Induction session.*
- 7. Courses Details of any upcoming courses or workshops.
- 8. Forms and Waivers Forms that need to be or have been completed.

REGULAR CLASS MONTHLY MEMBERS

Setting Up Your Monthly Membership

- 1. If you have chosen monthly membership, with a guaranteed space in a weekly class, once you have set up your Team Up account, you will be sent an invitation by email for you to set up your direct debit payment for your membership.
- 2. Just click on the link in the email, where you will see full details of your chosen membership and the scheduled payments.
- 3. Click on 'Add payment details' / '+ Add Payment Method'.
- 4. Enter your bank details for your DD to be set up.
- 5. The Direct Debit payments are managed securely via GoCardless and covered under the Direct Debit Guarantee.

Pre-COVED 1x Studio A W - Membership Detail - Term and Condition Change Payment Method Executed There is currently of	Ne COVD 1: 5 Sudic A Week fore guPlaces for • University 2012 • Transactionalise Course Furnerity in Sudice A Week fore guPlaces for • Transactionalise Course Furnerity regiment endod with this memberrity. Proce addigeneral data below.						
Recurring Payment The amount billed for resuming payments in the future.	Menbanhip The COVID Is Studie & Week' bargehillers	0226 E2.00					
First Payment Thesi items will be charged immediately.		60.70					
Payanent Option	Pay by Direct Debit via GoCardiess GOCARDLESS Tay will be indirected to better of you have of an alternative from their tool and performs. Tay will be indirected to offend on alternative of an alternative of an alternative of a soliton.						
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- 6. Click on 'Purchase'.
- 7. You're all set and ready to start your classes!
- 8. You will be allocated to your chosen weekly, regular class and this will appear in your account dashboard.

Managing Your Classes - Regular Class Member (DD)

- 1. If you are a regular member, you will automatically be booked on your chosen, recurring regular class, where your space is guaranteed in that class, every week.
- 2. If you aren't able to attend your regular class in any week, you can unregister from that specific class that week. You will need to un-register from each class you are unable to attend separately.
 - 1. Visit the website and log in. Go to the Dashboard.
 - 2. You will see a list of all your upcoming class registrations.
 - 3. Click on 'Leave' on the class you are unable to attend. You will be prompted to confirm that you want to unregister from the session.

Upcoming Registrations	
View all registrations at: goPhysio	
Your upcoming session count: 8	
Your Reservations	
C Pilates - Intermediate, Thursday 19:00 at goPhysio • Fiona Moir (TEST)	
Thu 19 Sep 19:00	
♥ Pilates - Intermediate	You're attending
Thu 19 Sep 19:00–20:00 with Francesca Wicker Venue: goPhysio	Leave Details
Thu 26 Sep 19:00	
♥ Pilates - Intermediate	You're attending
Thu 26 Sep 19:00–20:00 with Francesca Wicker Venue: goPhysio	Leave Details
Thu 3 Oct 19:00	
♥ Pilates - Intermediate	You're attending
Thu 3 Oct 19:00–20:00 with Francesca Wicker Venue: goPhysio	Leave Details
Thu 10 Oct 19:00	

- 3. A class credit will sit on your account and can be used to re-book and make up any class in that same calendar month. Just visit the schedule page to find a class to book onto.
- 4. Classes can not be rolled over into the next calendar month, therefore, if you know you are going to be unable to make your regular class towards the end of the month, please book your make up class in advance.
- 5. We are able to consider individual circumstances and exceptions, so if you would like any assistance or have any individual circumstances that you'd like us to consider with regards to your make up classes, please email <u>pilates@gophysiotherapy.co.uk</u> where we'll be more than happy to assist you.
- 6. Full details of your membership and class credits can be found under My Account > Memberships > View Details.
- 7. All *Regular Class Members* will have 5 class credits a month (for 1 class a week members) or 10 class credits a month (for 2 class a week members). In months that only have 4 weeks, this means that you will have a bonus class credit or credits to use that month to book an extra class or classes. Just follow the instructions below to book your extra bonus class!

If you want to cancel your membership, you will need to provide 1 months notice as per the terms (subject to a 3 month minimum membership term for new members). You can cancel your membership online by visiting My Account > Memberships > Cancel Membership. You will be informed of the upcoming and final payment dates and end of membership dates. No classes will be bookable after this time.

Booking An Extra Class in 4 week Months / Bank Holidays

- 1. As part of your membership, you will get 5 classes a month (or 10 if you are on a 2 class/week membership). This means in months where there are only 4 weeks or where there are bank holidays, you can book extra classes.
- 2. To book your extra class(es), visit the schedule and view in list, weekly or monthly. You will see the class times, types and instructor.
- 3. Click on your selected class, where full details of the class will come up.
- 4. Click on 'Register for Single Class'

Schedule / Pilates - Beginner	
Pilates - Beginner ♠ goPhysio (11 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA, GB) ★ Roz Brawn	Thursday 19 September 09:30 - 10:30
Perfect for those starting from scratch or if you're returning to Pilates after a long period.	
If you are unable to attend a class, you must give at least 6 hours notice. Please ensure you have completed a Complimentary Pilates Induction prior to setting up a membership. Contact us directly at the clinic if you have any enquiries Tel: 02380 253317 Email: pilates@gophysiotherapy.co.uk Register for Single Class Register for just this session	

- 5. You will now be registered to attend the class.
- 6. This will appear in your upcoming registrations on your dashboard.
- 7. If you need to subsequently cancel this class, visit your dashboard, at least 6 hours before the class is due to start, and click on 'Leave'. This will un-register you from the class and your class credit will appear on your account so you can re-book another class.

FLEXI-PILATES CUSTOMERS

Purchasing Flexi-Pilates (PAYG) Classes

All class payment options are termed 'memberships', whether you are opting to become a regular class member with a monthly payment or a Flexi-Pilates 'pay as you go' member.

1. When you are logged in to your account, select the Membership tab.



- You will see a list of all the available memberships that are available to buy, including monthly payment plans, class packs and pay as you go (single) classes. With each membership option, you will see full details of the membership, including number of classes included in the membership, how classes can be managed and any expiry dates, terms and conditions etc.
 Calact the place up up up of classes and place and place and place in the membership.
- 3. Select the class you would like to purchase and click 'Buy'



- 4. Before purchasing a membership, if you haven't already done so, you will be prompted to agree to the the goPhysio T&Cs and complete a contact form and emergency contact details.
- 5. You will see the payment amount. Enter your card details and click 'Purchase'
- 6. You can now book your individual class.

Memberships / Single Reformer Plates Class / Buy								
Single Reformer Pilates Class								
Starts on the date of purchase Purchase a single class credit h This can run alongside a curren	Valid for 1 month. are which can be booked into one of our In-Studio Reformer Classes. t membership should you wish to add extra classes to your claiendar.							
You can register and un-registe Each class credit is valid for a n	ir classes from the comfort of your own home. Please give us at least 6 hours notice if you wish to cancel an upcoming registration. worth from diste of purchase and can be used for any class that fits your diary.							
Please ensure you have comp This can be booked by calling t	ietzé at kest tr Reformer 1-2-1 prior te setting up a membership. He goPlates círic on 02100 253317.							
Terms and conditions								
Discount Code If you have a discount code, enter it here and click "Apply".	Discount Code Appy If you have a discount code, eather is have and circuit "Appy". ************************************							
Payment Amount	Membership Purchase. Single Reformer Pilates Class	£35.00						
The items that will be charged		£35.00						
Payment Option	🛱 Secure Connection — All data is transmitted over a secure connection.							
	Card number MM / YY CVC							
	Save these details to simplify future checkouts							
	Purchase							

Managing Your Classes - Flexi-Pilates (PAYG) Member

- 1. Once you have purchased your individual class, you can book your class.
- 2. Visit the schedule and view in list, weekly or monthly. You will see the class times, type and instructor.
- 3. Click on your selected class, where full details of the class will come up.
- 4. Click on 'Register for Single Class'

Schedule / Pilates - Beginner							
Pilates - Beginner ♣ goPhysio (11 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA, GB) ★ Roz Brawn							
Perfect for those starting from scratch or if you're returning to Pilates after a long period.							
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- 5. You will now be registered to attend the class.
- 6. This will appear in your upcoming registrations on your dashboard.

If you need to subsequently cancel this class, visit your dashboard, at least 6 hours before the class is due to start, and click on 'Leave'. This will un-register you from the class and your class credit will appear on your account so you can re-book another class.

Classes can be booked up to 2 weeks in advance. Flexi-Pilates PAYG classes must be used within a month of purchase.

As well as single classes, there are a range of discounted class packs available e.g. 10 class pack

Purchasing A Course or Workshop

In addition to regular classes, we also offer 1-off courses and workshops.

1. When you are logged in to your account, select the Courses tab.

🔓 Home	A My Account	🛱 Schedule	🗀 On Demand	嶝 Memberships	Courses	😂 Forms and Waivers	
Undo							
Pilate 15 Se	s for Menopause p 2022–15 Sep 2022	2					Details
Starti	ng this week	c					
Ante I 20 Se	Natal Pilates p 2022–18 Oct 202	2					Details
Pilate 20 Se	s for Balance p 2022–20 Sep 202	22					Details

- 2. You will see a list of all the upcoming courses and workshops that are available to join.
- 3. Click on 'Details' to see more information about the course or workshop.
- 4. Select the class you would like to join and click 'Register for group'
- 5. You will then be prompted to enter your personal and payment details to register for the workshop or course.
- 6. You are all signed up!

Online On Demand Classes

As well as our in person Pilates, we have a library of online Pilates classes. These are accessed through the 'On Demand' tab in the menu.

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🐣 My Account 🗊 🗂 Schedule 🕞 On Demand 🖾 Memberships 🖙 Courses 🖙 Forms and Waivers	
Reformer Pilates If you're interested in trying Reformer, or have you own Reformer carriage at home, join in with these sessions by our goPilates Team.	

On demand classes are included with all Regular Class Memberships.

They are also available to purchase as a stand alone online only membership. This can be purchased online when you are logged in.

If you have any questions at all at any point, please don't hesitate in contacting us.

Email - pilates@gophysiotherapy.co.uk

Call or WhatsApp - 023 8025 3317

Or chat to one of the team when you are in.

We hope you love your Pilates!