



REFORMER PILATES INFO

WHAT SHOULD I BRING TO A REFORMER PILATES CLASS?

1. Grip Socks - NO SOCKS NO PLAY

We require that all members wear grip socks for safety and sanitary purposes. You can purchase these at reception or online.

2. Water Bottle

3. Towel

WHAT SHOULD I WEAR TO A REFORMER PILATES CLASS?

No shoes are needed - but don't forget your grip socks (available for purchase at reception). Appropriate clothing is essential as you are going to work up a sweat. We recommend comfortable body hugging options such as gym tights, leggings, shorts, crop tops, tank tops or form fitting t-shirts (you want to move freely without any clothing getting in the way).

BEFORE CLASS

Please arrive 5-10 minutes early - especially if it's your first class. That way you'll have time to familiarise yourself with the reformer and meet your trainer. Please advise them at this time if you have any injuries or constraints. If you're late you might not be able to train.

FIRST CLASS?

You might feel a bit lost during your first class – you're not alone. The eureka moment usually hits by the fourth class and it all starts to click. So hang in there. You got this.

The magic of the reformer is a newbie can train next to an athlete and you'll both be getting an awesome workout. Adjust your springs to get the intensity that's right for you.

RUNNING LATE CAN I ATTEND?

All of our classes include a warm up and a cool down. If you are more than 5 minutes late to your class then you may not be able to join, and your Trainer may turn you away from the class.

CLASS FULL, BUT YOU'RE KEEN FOR A SPOT?

If you're unable to book in because the class is full, register yourself on the waitlist and when a spot becomes available, you'll be notified via email and you can then book yourself in via the app.

If you're on our waitlist, please ensure you check your email for your class confirmation.

If you've changed your mind, or are no longer available to attend the class time you're waitlisted on, it's important that you remove yourself from the waitlist online or via the app with as much notice as possible.

Once you have been automatically confirmed in the class from the waitlist, our 12-hour cancellation policy applies (see below).

IT'S EASY TO UPDATE YOUR BOOKING

To cancel a class booking or waitlist you will need to unreserve the class online or via the app. This is by far the quickest and easiest way to cancel. If you have any questions about our cancellation or waitlist policies please contact the gym on 5174 2111.

CANCELLATIONS

WE DON'T WANT YOU TO MISS OUT ON CLASSES

We want to ensure you get the most out of your membership or class pass. That's why it's really important that you're across our cancellation and waitlist policies, so you never have to miss out on a class.

NEED TO CANCEL?

No problems, life happens. To cancel a booking, you'll need to notify us at least 12* hours prior to the commencement of the class. This is as simple as going into your app and cancelling the class.

NEED TO CANCEL LESS THAN 12 HOURS BEFORE CLASS?

That's OK too. If you cancel within 12-hour cancellation window, we'd really (really) appreciate you still cancelling out of the class, so another member can join in.

* Cancellations made with less than 12 hours' notice will incur the full cost of the classes booked for a 10 class pass or a \$10 penalty fee for memberships.

Please call the gym on 5174 2111 or inbox us if there are extenuating circumstances that have caused you to cancel within 12 hours of your class i.e. illness.