

# BODY-TORQUE PILATES

## Online Booking Guidance

Please take a little time to look at the booking information below, this may help to answer some of your questions; alternatively please call or e-mail us and we will be happy to help you book.

To view classes and/or book your place please visit our web-site at:-  
[www.body-torque.co.uk](http://www.body-torque.co.uk) and click on the “book now” button.

### **Select your 1<sup>st</sup> class and create your profile:**

The button will take you directly to our class timetable, listed on a week by week schedule. By clicking on a class you'd like to book, you'll be asked if you are new to our site, or to login using your stored email address and password. If you have not already registered your profile, choose the right hand side and input your name and press next. You'll then be taken to your profile page, where you will be able to register your details. In section 3, you will be able to add family connections to your profile, which will enable you purchase classes for a family member; however if you'd like to share your class pass/credits with a spouse or family member, please let us know and we can add this to your profile for you.

**Please note:** Each person who wants to attend a class needs to have their own profile.

If you are an existing client of ours you will have already completed a health screening questionnaire, so you can answer “yes” to this question but if your health has changed since you last completed our questionnaire or you haven't completed one before, please complete the attached form and return to us. Please call us to have a chat if there are any specific health issues of which we should be aware.

### **Booking your class and selecting your class pass:**

Please be careful when selecting the classes you want to book, particularly Saturday mornings and Monday mornings, where two classes take place at the same time. Classes can be searched by instructor, level, day or location.

Once you have selected your first class, you will be offered the choice of recurring classes, (same day and time each week without breaks), or an individual (one off) class. Once you've chosen, you'll be asked to select you class pass option, 1, 5, 7 or 10 class pass. Classes are cheaper if purchased in higher numbers. Class passes last for six months or until used in full, whichever occurs first.

[www.body-torque.co.uk](http://www.body-torque.co.uk)

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VAT Reg. No. 894 3816 78

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If you want to book further classes and try to continue shopping without sufficient credit on your account for the classes you want to book, the system will keep asking you to select a class pass for each subsequent booking. It is best therefore to checkout before selecting additional classes; this puts credit on your account, allowing you to book subsequent classes without having to purchase another pass. Be sure to select the right class pass option for the total number of classes you want to book. If you choose a pass which covers more classes than you wish to book initially, as mentioned before, the remaining credits will remain on your account for up to six months or until you use them, whichever comes first.

## **Waitlist:**

If a class you want to book is full, you can opt to go onto the wait-list; you will automatically receive an email when a space becomes available. However please be aware, you will need credit on your account to be able to put your name on the wait-list.

## **Cancellations:**

Once registered on the system, you can easily check to see which dates/classes you have booked or cancel/rearrange classes online. Classes are only deducted from your pass once the booked class date has passed, meaning that if you cancel a class in accordance with our cancellation policy (a minimum of 24 hours' notice) you'll not be charged for the class. Under the new system you can rebook for the same class on another date, rather than going to a different venue or day for a "make-up class" as before; so it is much more flexible than the old system. **Please note that the cancellation policy will be strictly adhered to.**

## **Download the App:**

You can download the MindBody app to your smart phone or tablet; this enables you to connect to your account profile and make changes to your booking on the go, or even book into a class at a few minutes notice.

## **If you don't want to book online:**

We hope the new system will make life easier, however, if you do not want to make a booking or payment online, please contact us to make alternative arrangements, as we can book you into the classes you want and accept payment separately via cash, cheque or bank transfer.

**We are very keen to make sure no one is put off attending our classes by the new booking system, so please let us know if you are having any difficulties as we are here to help, so just get in touch!**

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