

# BODY-TORQUE PILATES

## REGISTRATION FORM

<b>NAME</b>	
<b>DATE OF BIRTH</b>	
<b>HOME ADDRESS</b>	
<b>HOME TELEPHONE NUMBER</b>	
<b>MOBILE NUMBER</b>	
<b>E-MAIL</b>	
Please tick this box if you don't wish to receive emails from us about special offers and changes to our schedule. We promise never to share your personal contact details with anyone!	
<b>CONTACT NAME AND NUMBER TO BE USED IN AN EMERGENCY ONLY (NEXT OF KIN)</b>	<b>Name</b> <b>Relationship</b>  <b>Number</b>
<b>PAR-Q COMPLETED &amp; RETURNED (please circle)</b>	<b>YES</b>  <b>NO</b>
<b>BOOKINGS: Are made online through our website</b>	<b>PAYMENT METHODS:</b> <b>Please circle your preferred option:</b> <b>Cash / Cheque / Bank Transfer</b> <b>Online credit/debit card</b>
<b>PLEASE NOTE BY SIGNING THIS FORM YOU ARE CONFIRMING THAT YOU HAVE RECEIVED AND READ A COPY OF OUR TERMS AND CONDITIONS AND AGREE TO BE BOUND BY THEM INCLUDING THE DISCLAIMER</b>	
<b>DATE</b>	<b>SIGNED</b>

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

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## PHYSICAL ACTIVITY READINESS QUESTIONNAIRE

Please read the questions carefully and answer each one honestly. All answers will be treated with the strictest confidence.

Do you have a heart condition? If YES, please give details.	YES	NO	Detail:-
Do you feel pain in your chest when you do any physical activity or when you are not physically active?	YES	NO	Detail:-
Do you lose your balance because of dizziness or do you ever lose consciousness?	YES	NO	Detail:-
Do you have a back, pelvic or any other joint problem? Please give details	YES	NO	Detail:-
Do you suffer from raised blood pressure? If YES, how is it being treated?	YES	NO	Detail:-
Do you suffer from diabetes? If YES, how is it being treated?	YES	NO	Detail:-
Do you suffer from asthma? If YES, how do you control it?	YES	NO	Detail:-
Are you/were you a regular exerciser? Do you intend to do any other exercise in addition to this programme	YES	NO	Detail:-
Have you previously attended Pilates classes? If so, how long ago and where?	YES	NO	Detail:-
Do you know of any issue that could affect your participation in exercise? e.g, will you struggle weight bearing on your wrists, or knees?	YES	NO	Detail:-
Have you had any operations? e.g. joint replacements	YES	NO	Detail:-
Do you have any illnesses or conditions? e.g. Osteoporosis	YES	NO	Detail:-
What are your goals in taking up Pilates?			

Please note: If your health changes so that you can now answer YES to any of the above questions, tell your teacher and if in doubt, seek medical advice from your GP or health professional.

I have read and understood this questionnaire. Any questions I had were answered to my satisfaction.

NAME \_\_\_\_\_ DATE \_\_\_\_\_ SIGNED \_\_\_\_\_

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## 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.

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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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## Class List

Saturday Morning	Bell Street Studios, 75 Bell Street, Reigate	07.50 Metafit Interval Training 08.30 Pilates Barre 08.30 Pilates Intermediate 09.30 Pilates for Men Beginners 09.30 Pilates Improvers 10.30 Pilates Beginners/A&P Natal
Monday Morning	United Reformed Church, West Street, Dorking	09.30 Pilates Improvers 10.30 Pilates Intermediate 11.30 Pilates Improvers 12.30 Pilates Beginners
Monday Morning	Bell Street Studios, 75 Bell Street, Reigate	09.30 Pilates Improvers 10.30 Pilates Beginners
Monday Evening	War Memorial Hall, Station Rd Betchworth Village	18.30 Pilates Intermediate 19.30 Pilates Beginners 20.30 Pilates for Athletic Conditioning 21.30 Metafit Interval Training
Tuesday Morning	Bell Street Studios, 75 Bell Street, Reigate	09.00 Pilates Intermediate 10.00 Pilates Beginners 11.00 Pilates Improvers
Tuesday Evening	Dunottar School, Dance Studio, High Trees Road, Reigate	18.30 Pilates Improvers 19.30 Pilates Beginners 20.30 Pilates Improvers
Wednesday Morning	Bell Street Studios, 75 Bell Street, Reigate	09.15 Pilates Intermediate 10.20 Metafit Interval Training/Technique
Wednesday Evening	Reigate Community Centre Room SR1	18.15 Pilates Improvers 19.15 Metafit Interval Training 19.45 Pilates Beginners 20.45 Pilates Intermediate
Thursday Morning	Beare Green Village Hall Merebank, Beare Green. Dorking	09.30 Pilates Improvers 10.30 Pilates Beginners
Thursday Evening	United Reformed Church, West Street, Dorking	18.30 Pilates Improvers 19.30 Pilates Beginners 20.30 Pilates Improvers
Friday Morning	Betchworth Village War Memorial Hall, Station Road, Betchworth	09.15 Pilates on the Ball 10.15 Pilates Improvers 11.15 Pilates Beginners

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## TERMS & CONDITIONS 2016

### BOOKING CONDITIONS

1. All classes are booked and are paid for in advance. Prices include VAT at the current rate.
2. Your place on a course is not confirmed until a payment has been received. A confirmation email will be sent.
3. Should you not wish to make an on-line payment please contact the office for alternative payment methods.
4. Refunds or credits are not normally given, but are at our discretion, in exceptional circumstances only.
5. All clients must complete the Registration Form and PAR-Q screening form (Physical Activity Readiness Questionnaire) before joining a course. This information will not be disclosed to any third party.
6. It is the client's responsibility to advise the instructor if there has been any change to their health, particularly if the change would mean that they can answer "yes" to any of the questions on the PAR-Q screening form. It is also the client's responsibility to advise of change of personal information on the application form.
7. The minimum age of class attendees is 18 years. However it is possible for younger clients to attend, but those under the age of 16 should be accompanied by an adult, those over the age of 16, but under 18 years of age will require written permission from a parent or guardian in order to attend a class unaccompanied.
8. **Disclaimer:** Whilst every care is taken to provide safe and effective exercise, participation in Body-Torque's group and 1:1 sessions is at your own risk, and you should make your teacher aware of any exercise or movement which causes you undue discomfort or you feel may lead to injury or aggravation of a pre-existing condition. Body-Torque and its employees cannot be held responsible for injury, illness or accident sustained by its clients or those partaking in its group or 1:1 activities, either during a class or whilst on body-Torque's own premises or on any third party premises or any venue hired by Body-Torque. Clients are asked to divulge all relevant health conditions by completing a PARQ health questionnaire in advance of participation in group or 1:1 activities with us, and to keep us advised of any change in their individual health circumstances.

### REFUND POLICY & CANCELLATION POLICY

1. We are a small company that care about the service we offer to our clients, we understand that sometimes things change and you may need to cancel a booked session. However, in order for us to be able to maintain the quality of service and tuition we provide it is essential that we have a clear and fair cancellation policy which is strictly adhered to.
2. Should you need to cancel a booked class, you will be entitled to do another class in lieu of the cancelled session if you give us a **minimum** of 24 hrs notice. However to make the system work more efficiently please give as much notice as possible, so your place can be made available to another client wishing to make up a missed class.
3. If we do **not** receive a minimum of 24hrs notification of absence, it **will not** be possible for a client to make up their missed class. This policy will be strictly enforced.

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4. Clients who cancel a class with more than 24 hrs notice will have their account credited for the cancelled session.
5. Missed sessions that have not been cancelled with a minimum of 24 hrs notice will be charged as if attended and no refund or credit will be issued. This policy will be strictly enforced.

## PRIVACY POLICY

Commitment to Data Security: Your personally identifiable information is kept secure. Only authorised employees have access to this information. All emails and newsletters from our site allow you to opt out of further mailings. **Our Promise:** *Body-Torque* will never sell, trade, rent, exchange or otherwise share your personal information with any other person, company or organisation.

**N.B. By clicking "Place Order" at the checkout you are agreeing to be bound by these Terms and Conditions without equivocation. These Terms & Conditions are subject to change without notice.**

## Frequently Asked Questions

Is my teacher qualified:	Instructors are fully insured and qualified, details of qualification of each instructor can be found on our website.
Do I need to bring anything?	No, Mats and all necessary equipment will be provided at each venue, although you may want to bring a towel and some water.
What should I wear?	Loose, comfortable clothing is best, e.g. T-shirt and light-weight trousers or leggings etc. Hard buttons, zips, seams and things that dig in can be uncomfortable. Shoes are not required for Pilates, but socks are recommended.
Can I park at the venue?	Please visit our web site and view venues by day or area to see parking instructions, venue addresses, and location maps.

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