NEW CLIENT · REGISTRATION FORM

welcome to the *studio*.

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Pilates Dynamics Studio (Pty) Ltd 2021/771203/07 · Kiepersol House, Stonemill Office Park, 300 Acacia Road, Darrenwood, Randburg, 2195

011 792 5459 · 072 999 2229 · info@pilatesdynamics.co.za

DATE

NAME AND SURNAME

ADDRESS

AREA CODE

CELL

LANDLINE

VITALITY MEMBER

☐ Yes ☐ No

EMAIL ADDRESS

ID / PASSPORT NUMBER

AGE

OCCUPATION

emergency contact

NAME

RELATIONSHIP

TELEPHONE

brief health history

1. How did you hear about Pilates Dynamics Studio? (If applicable, include your referring doctor, chiropractor, physiotherapist, massage therapist, dietician, gynaecologist, etc.)

☐ Doctor / therapist ☐ Internet ☐ Advertising boards ☐ Printed publication

☐ Business card ☐ Pamphlet ☐ Word of mouth

2. Name and contact details of the above, where applicable (for example where the business card or pamphlet was found, the name of the printed publication, or the referring doctor or friend)

how you *move.*

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3. What specific fitness or health goals do you hope to achieve through the Pilates method?

4. List all current physical activities.

5. Describe your physical history, listing injuries, ailments, illnesses, surgeries, pregnancies and any significant medical treatments.

6. Have you done Pilates before? If so, how long ago?

> **Pregnant or planning a pregnancy?** If you are pregnant, or planning on becoming pregnant, it is your responsibility to obtain pre-approval from your doctor or gynaecologist to participate in classes and any other sessions at Pilates Dynamics Studio.

indemnity

> * By affixing my initials to this form, I declare myself to be responsible for my own health and safety while participating in classes and any other sessions at Pilates Dynamics Studio and thereby release, acquit, discharge, indemnify and hold harmless Pilates Dynamics Studio, its officers, personnel, employees and agents from any and all cause or causes of injury. In addition, Pilates Dynamics shall not be responsible or liable for any articles lost, stolen or damaged, in or about the studio.

INITIAL

APPLICANT SIGNATURE

DATE

the *fine print.*

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1. This contract is between Pilates Dynamics Studio (the company) and the Client (subscriber), and any communication in respect of bookings or amendments thereto is always to be made only with the Booking Clerk or Office Administrator in writing. No requests via Instructors/Trainers will be entertained. Pilates Dynamics Studio and its representatives, agents and employees hereby indemnify themselves for any damages, inconvenience or loss that may be suffered in failing to adhere to the aforesaid in this clause.

2. Pilates sessions are sold in calendar month subscriptions, payable monthly in advance, and any deviation or waiver from this clause will only be valid and effective if confirmed in writing by a duly authorised representative.

3. PAYMENT TERMS

- Monthly packages are invoiced through Octiv on the 20th of each month, and payment for the following month is due by the last day of the month. Card subscriptions are charged automatically on the last day of the month; EFT payments must reflect by the last day of the month.
- December is billed only for the days the studio is open. Billing resumes from the date the studio reopens, and January is billed as a full month.
- Accepted payment methods are credit or debit card through Octiv and electronic funds transfer (EFT). Cash is not accepted.
- Late payments will incur interest of 10% per month on the outstanding balance after the due date, until the outstanding balance has been settled.

4. CANCELLATION POLICY

4.1 Private sessions (one-on-one)

- A minimum cancellation notice of 12 hours is required. Sessions cancelled with less than 12 hours' notice will be charged in full.
- Only 2 sessions may be carried over to the following month.
- Monthly sessions that are purchased but not redeemed within two months will be forfeited.
- Sessions can only be rescheduled if a mutually convenient time can be arranged between the client and the instructor.
- The responsibility lies with the client to reschedule sessions that fall on a public holiday, subject to availability.
- Packages are valid for one calendar month, with a calendar month's notice period should you wish to cancel your membership agreement.
- No conversions or amendments to reduce classes will be entertained during the month of December of any given year. Should you wish to use December as your cancellation notice month, kindly note that a full calendar month's notification will be due.
- Reasons for not being able to make classes are irrelevant, and Pilates Dynamics Studio reserves all its rights herein.
- Classes are not refundable nor transferable to other people, and no refunds will be issued under any circumstances.
- Requests to freeze membership will be dealt with under the Membership Freeze and Medical Freeze sections below.

4.2 Partner sessions (duos, trios, quads)

- A minimum cancellation notice of 12 hours is required. Sessions cancelled with less than 12 hours' notice will be charged in full.
- If one partner is unable to attend a scheduled session, the other partner must still attend and the standard partner session rate will continue to apply, i.e. the absent partner will still be charged for their session.
- Partner sessions can only be rescheduled if a mutually convenient time can be arranged between both partners and the instructor.
- Only 2 sessions may be carried over to the following month.
- The responsibility lies with the client to reschedule sessions that fall on a public holiday, subject to availability.
- Monthly sessions that are purchased but not redeemed within two months will be forfeited.
- Packages are valid for one calendar month, with a calendar month's notice period should you wish to cancel your membership agreement.
- No conversions or amendments to reduce classes will be entertained during the month of December of any given year. Should you wish to use December as your cancellation notice month, kindly note that a full calendar month's notification will be due.
- Reasons for not being able to make classes are irrelevant, and Pilates Dynamics Studio reserves all its rights herein.
- Classes are not refundable nor transferable to other people, and no refunds will be issued under any circumstances.
- Requests to freeze membership will be dealt with under the Membership Freeze and Medical Freeze sections below.

4.3 Group classes and monthly packages

- Monthly packages operate as a membership agreement and are automatically renewed each month.
- If you wish to change your package, written notice must be provided before the 20th of the current month.
- The responsibility lies with the client to reschedule sessions that fall on a public holiday, subject to availability.
- All fees are payable in advance and unused classes cannot be carried over as a credit.
- Packages are valid for one calendar month, with a calendar month's notice period should you wish to cancel your membership agreement.
- No conversions or amendments to reduce classes will be entertained during the month of December of any given year. Should you wish to use December as your cancellation notice month, kindly note that a full calendar month's notification will be due.
- Reasons for not being able to make classes are irrelevant, and Pilates Dynamics Studio reserves all its rights herein.
- Classes are not refundable nor transferable to other people, and no refunds will be issued under any circumstances.
- Requests to freeze membership will be dealt with under the Membership Freeze and Medical Freeze sections below.

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the *fine print*, continued.

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5. MEMBERSHIP FREEZE / HOLDING YOUR SPACE

- If a client is away for two weeks or longer, their package may be placed on hold.
- To retain their reserved space in the schedule, a retainer fee equal to 50% of the monthly package fee will be payable for the duration of the absence.
- Membership freezes may be granted for reasons such as extended travel or religious observances, subject to availability and at the discretion of Pilates Dynamics.
- If the retainer fee is not paid, Pilates Dynamics cannot guarantee that the client's space will remain available upon their return.
- Requests to freeze a membership must be submitted in writing before the 20th of the month, in line with the package change policy.

6. MEDICAL FREEZE

- Clients who are unable to continue training due to medical reasons may freeze their membership for up to 3 months, provided that a valid medical certificate from a registered healthcare practitioner is submitted.
- During a medically approved freeze period, no retainer fee will be charged. The client's space in the schedule won't be held for the duration of the approved medical freeze.

7. BOOKINGS

- All class bookings and cancellations must be made through the Octiv booking system.
- New clients pay pro rata for their first month, from the date they sign up to the last day of that month, payable immediately. After that, packages are billed monthly as set out in clause 3.

8. CLASS PASSES

8.1 5 (five) Class Pass

- Valid for 2 months from the date of purchase.
- A minimum booking and cancellation notice of 12 hours is required.

8.2 10 (ten) Class Pass

- Valid for 3 months from the date of purchase.
- A minimum booking and cancellation notice of 12 hours is required.

9. NOTICE OF TERMINATION

- One calendar month's notice is required via email, should you wish to discontinue your Pilates subscription.
- Unless the aforesaid notice is received via email, your fees will remain payable for the full month.
- This policy applies to all session types, including one-on-one sessions, partner sessions, and group classes.

10. REFUNDS

- If you are unable to continue with your scheduled Pilates sessions due to medical reasons, a written letter from your medical practitioner explicitly restricting exercise must be submitted, and freezing your membership subscription will be dealt with under the Membership Freeze and Medical Freeze sections above.
- Upon receipt of this documentation, your sessions may be frozen for 3 months.
- No refunds will be issued under any circumstances.

11. PAYMENT DETAILS

- Electronic funds transfer (EFT): payment must be made in advance directly to Pilates Dynamics Studio, as per the Octiv invoice provided.
- Credit or debit card: payment can be made by card through Octiv.

12. HEALTH CONCERNS

- Any pre-existing health conditions or injuries, or those that arise after commencing training, may require further information from your doctor or healthcare practitioner. Your Pilates instructor may request this information when necessary.
- Please take note that Pilates instructors are not qualified to diagnose medical conditions, prescribe treatment, or issue medication.

13. IMPORTANT NOTICE

- Should a client breach any of the above terms and conditions, Pilates Dynamics reserves the right to issue a formal written notice outlining the breach and may take further action to remedy the breach.
- Pilates Dynamics values a respectful and professional relationship with all clients, and these policies are in place to ensure the smooth and fair operation of the studio.
- As Pilates Dynamics Studio is an Education Centre, there will be Student Trainers teaching classes from time to time.
- Pilates Dynamics reserves the right to replace any trainer at any time for whatever reason, subject to the operational requirements of the company (studio).
- Consent is given to Pilates Dynamics to use photographs and videos of myself for commercial use and marketing purposes.
- Terms and Conditions and Policies are subject to change. Please ensure that you familiarise yourself with the updated terms and conditions and policies of the studio.

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signed & agreed.

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* By affixing my signature hereto, I agree that I have read the above Terms and Conditions; it has been explained to me and I fully understand and accept these terms. I confirm that the studio has given me a copy of the Terms and Conditions for my records.

SIGNED AT | ON THE (DAY) | OF (MONTH, YEAR)

SIGNATURE | INITIAL

physical activity readiness questionnaire (PAR-Q)

Regular physical activity is fun and healthy, and being more active is very safe for most people. However, some people should check with their doctor before they start becoming much more physically active. If you are between the ages of 15 and 69, the PAR-Q will tell you if you should check with your doctor before you start. If you are over 69 years of age and you are not used to being very active, check with your doctor. Common sense is your best guide when you answer these questions. Please read the questions carefully and answer each one honestly.

YES	NO	QUESTION
☐	☐	1. Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor?
☐	☐	2. Do you feel pain in your chest when you do physical activity?
☐	☐	3. In the past month, have you had chest pain when you were not doing physical activity?
☐	☐	4. Do you lose your balance because of dizziness or do you ever lose consciousness?
☐	☐	5. Do you have a bone or joint problem that could be made worse by a change in your physical activity?
☐	☐	6. Is your doctor currently prescribing drugs (for example, water pills) for your blood pressure or heart condition?
☐	☐	7. Do you know of any other reason why you should not do physical activity?

Informed use of the PAR-Q: reprinted from ACSM's Health/Fitness Facility Standards and Guidelines, 1997, by the American College of Sports Medicine.

SIGNED | DATE

FOR THE STUDIO

to be completed by the *instructor*.

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TYPE OF TRAINING BOOKED AND TIMES

START DATE

AMOUNT DUE

WEIGH AND MEASURE SERVICE AS PART OF PRIVATE TRAINING?

☐ Yes ☐ No

CARDIO AS PART OF PRIVATE TRAINING?

☐ Yes ☐ No

training notes by instructor