

Studio Etiquette and Privacy Policy

Cancellation Policy.

Booking appointments for Pilates sessions is essential. We ask that you arrive five minutes prior to your session. If for any reason you are running late, please telephone and let us know. Any cancellation where 24 hours notice is not given will attract a cancellation fee of one full session.

We ask that you turn off your mobile phone before you enter the Studio.

Mind Body Online Booking System.

We have chosen Mind Body Online as our Studio management partner. Their software is used worldwide in Pilates and Yoga studios.

When you make payments online your credit card details will be completely encrypted within the system, ensuring a safe passage to us.

Please be assured we respect your privacy and will not share information with any other party.

Mind Body is one of the Pilates industry's few PCI compliant Level 1 Service Providers. This means that our software protects your credit cards with 512-bit encryption keys, which instantly mask your credit card numbers once they are saved. After the instant encryption, human eyes will never see the card numbers again. The card numbers are stored behind software firewalls, hardware firewalls, enterprise strength malware protection, intrusion detection systems, external and internal scans, audit trails and a super secure data centre that is complete with checkpoints and biometric scanners.

Sales and Refund Policy

At Dianne Pratt Pilates and Yoga Studio we are committed to delivering a unique, personal and effective fitness experience to our clients. We do not provide refunds. However we can transfer the balance of sessions or classes to another existing client or a future client that you refer.

New clients will attend one private session first at his or her own expense, as is the policy for all new clients.

When purchasing a block of 10 sessions, please note we have a 12-week expiration period for use. If you are going away on a holiday please let us know and we can put your sessions on hold until you return.

**PILATES
AND
YOGA
STUDIO**

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