

CANCELLATION POLICY

Grounded Movement's services are delivered with the upmost professional integrity. There are often active waitlists for busy classes and consultations. Late cancellations and missed appointments impact the flow of our business and our practitioner remuneration. SMS and email reminders are sent as a courtesy service to confirm your scheduled reservations.

We understand that circumstances change and that sometimes you cannot make your scheduled appointment. You are welcome to amend your booking up to 24 hours prior to the scheduled start time.

Bookings that are cancelled within 24 hours of the scheduled time will incur a cancellation charge of 100% of the consultation fee. This is the same for missed/forgotten bookings. These fees are not covered by private health insurance or Medicare and must be paid by the client prior to booking a follow up consultation.

For clients with pre-paid services, such as a Pilates/Physio Class Pass, one session will be deducted from the pass for a late cancelled or missed booking.

REGULAR BOOKING POLICY

Many of our clients attending group classes prefer to have set times to attend each week. We call these "Regular Bookings".

We understand that circumstances change and that sometimes you cannot make your Regular Booking. You are welcome to amend your booking from time to time, but must attend your regular class 80% of the time to maintain your ongoing, regular reservation.

Regular Bookings can be suspended for up to 6 consecutive weeks for planned absences, such as vacations. To suspend your Regular Booking for longer, the reservation fee for each class missed beyond 6 weeks will be added to your account, or deducted from your Class Pass. This is to ensure the practitioner is remunerated for full classes in the event that your prolonged absence prevents a substitute client taking up a Regular Booking.

EXPIRY PERIODS ON CLASS PASSES

Expiry Periods exist for all Class Passes and are activated from the date of first use.

Please be advised, from 3 March 2025, Expiry Periods on new Class Passes are:

- 5 Class Pass: 7 weeks
- 10 Class Pass & 20 Class Pass: 3 months

Single-paid classes are always an option for clients who are unable to commit to the above time frames for any reason.

For clients with upcoming vacations booked, please plan ahead as Expiry Periods cannot be extended for planned absences such as holidays.

If you unexpectedly miss a Regular Booking on any given week, we highly recommend you reschedule the missed class to an alternative day/time that week so as to avoid the risk of forfeiting a session should the Class Pass expire soon.