Booking Terms and Conditions
Power Pilates with Sofia
Last updated: September 2026
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Refund Policy

All purchases including pay as you go classes and class passes are non-refundable. Class passes are valid for the duration stated at the time of purchase and will expire on that date regardless of whether all classes have been used. In the event that you are unable to attend classes, please refer to the cancellation policy. Cancellations made in accordance with the cancellation policy will be credited back to your pass where applicable. We are unable to offer refunds, extensions or transfers outside of the terms stated in our cancellation policy.

Cancellation Policy

PAYG Bookings
Cancellations made more than 24 hours before the class start time will receive a full refund. Cancellations made within 24 hours of the class start time are non-refundable.

Class Pass/Bundle Holders
Cancellations made more than 24 hours before the class start time will result in the class being returned to your pass. Cancellations made within 24 hours of the class start time will result in the class being deducted from your pass with no credit returned.

No Shows
Failure to attend without prior cancellation will be treated as a late cancellation and is non-refundable regardless of booking type.

Class Cancellation by Instructor
In the event that a class is cancelled by the instructor, all PAYG bookings will receive a full refund. Pass holders will have the class returned to their pass. Where possible, a minimum of 24 hours notice will be given.

How to Cancel
Cancellations must be made via the booking system. Cancellations made by any other method, including social media or text message, will not be accepted.

Introductory Discount Code

The code FIRST50 entitles new clients to 50% off their first class only. This code is strictly one use per person and is non-transferable. Any misuse of this code, including use across multiple email addresses, will result in the booking being cancelled and the client being unable to attend future classes.

Health and Participation Disclaimer

Participation in Power Pilates classes is entirely at the client's own risk. Classes involve physical activity and clients should ensure they are in suitable health to participate. Power Pilates with Sofia does not provide medical advice and classes are not a substitute for professional medical guidance. Clients with any health concerns are advised to consult their GP before attending. The instructor reserves the right to modify or exclude exercises based on information provided in the PAR-Q.

Code of Conduct

To ensure a safe and enjoyable experience for everyone, all clients are expected to:

Arrive on time. Latecomers may not be admitted once the class has begun as this disrupts other participants.

Complete the PAR-Q in full before attending their first class. Participation will not be permitted without a completed form.

Inform the instructor of any injuries, health changes or physical limitations before class begins.

Treat the instructor and fellow participants with respect at all times.

Take care of the equipment provided. Any damage caused through misuse may be charged to the client.

The instructor reserves the right to refuse entry or remove any client from class whose behaviour is deemed disruptive, unsafe or disrespectful.

Photography and Filming

Power Pilates with Sofia may occasionally photograph or film classes for use on social media or promotional materials, with your consent. Clients who do not wish to be photographed or filmed should inform the instructor before class. Clients must not photograph or film other participants without their explicit consent.

Changes to These Terms

Power Pilates with Sofia reserves the right to update these terms and conditions at any time. Continued use of the booking system following any changes constitutes acceptance of the updated terms. Clients are encouraged to review these terms periodically.