

Terms & Conditions 2024-26

for taking part in Jo Southgate's Fitness classes at St Anselm's

PAY AS YOU GO BOOKINGS

| Class Type | Cost |
|---|--------|
| 8:30am Pilates / Aerobics / 10:30am Pilates / 19.30 Pilates | £9 |
| Two classes in one day | £16 |
| Chair Pilates | £9.50 |
| Chair Pilates plus 8:30am Pilates / Aerobics / 10:30am Pilates in one day | £16.50 |

Intending to come regularly? Why not book a course in order to save yourself over 20%. Book 2 courses and save a further £30!!

If you've made a payment for a single class, you can visit my website www.SuperJoSouthgate.com up to 4 hours before the event to opt for a transfer. Transfers allow you to change your ticket to a different date or event type. If there are any costs involved, transfers are restricted to tickets of the same value or less.

You are also welcome to send someone to take your place providing they are fit enough to participate.

If you choose this option, please either:


- Book and pay via my website www.SuperJoSouthgate.com, or
- Bring the correct amount of money to the class in an envelope or money bag with your name, the date, and the amount you're paying clearly labelled on it.

You'll then be asked to sign my register to ensure you are covered by my insurance. Anyone who has booked any class via the website will already be covered under my insurance, so there is no need for you to sign it again.

Bear in mind that places are limited so best to book your classes as soon as you know you can attend to avoid disappointment.

COURSE BOOKINGS

The number of classes included in Jo's 4-month courses vary due to the length of each month, Christmas, and her personal vacation schedule. The chart below shows the prices she charges:

| Course Type | 12 weeks | 13 weeks | 14 weeks | 15 weeks | 16 weeks |
|--|----------|----------|----------|----------|----------|
| Single | £84 | £91 | £98 | £105 | £112 |
| Double | £138 | £152 | £166 | £180 | £194 |
| Single  Chair | £90 | £97.50 | £105 | £112.50 | £120 |

Can't make every class?

If you'd like to book for a course **but can not make a class** you have 6 options:-

1. Send a Friend

Send someone to:-

- A. take your place that day at your usual class;
- B. another one of my classes; or
- C. bring someone with you on another occasion

It is best to book in advance as numbers are limited. You can use this option a maximum of 4 times.

2. Book a Make Up Class at St Anselm's

Book in to do a "make up class" at St Anselm's. For example if you are on 8.30am Pilates course you could do the Aerobics, 10.30am Pilates class or Chair based fitness class in addition to the 8.30am class on the week you return.

3. Book a Zoom make up class

Book in to do a "make up class" on one of Jo's Zoom classes.

4. Book a Make Up Class at The Rose & Crown

Book in to do a "make up class" at The Rose & Crown, West Hill Dartford. Jo sells classes at this venue for double the price of a St Anselm's class as numbers are limited to 6. If you've missed two classes at St Anselm's you could use both of those make up class credits to book one class at The Rose & Crown. If you only have one credit to use you could book a class there for a reduced fee of £6.

Note

Whilst opting for option 2, 3 and 4 you must use the credit within a 4 week period ie. you or your chosen person can do the class up to 14 days before you are off or up to 14 days after you return.

5. Request a recording

Request a recording to do as homework. Jo will send you a recording of a recent Zoom Pilates class she's taught. You could also see her YouTube channel. You can find that through her website www.SuperJoSouthgate.com.

6. Take a Credit

Pay full price for the course but receive a discount code to give you money off booking the next full course when it goes on sale or another service with Jo.

| | Pilates / Aerobics | Wed 🪑 Pilates / Thurs 🪑 Pilates |
|---|--------------------|---------------------------------|
| If you miss one class the discount code will be for | £4 | £7.50 |
| if you take two classes off it will be for | £14 | £15 |
| if you miss three classes it will be | £21 | £22.50 |
| If you miss four classes it will be | £28 | £30 |

Those of you on a Double Course see the next page...

DOUBLE COURSE BOOKINGS

If you book two full courses for instance:-

- The 8.30am Early Bird Pilates & the easy to follow Aerobics; or
- A small group Pilates class on Zoom and Chair based Pilates at St Anselm's

You will receive a **£30** discount.

The Terms and Conditions are the same as above accept:-

[Send a Friend](#)

- you are limited to taking this option on a maximum of 4 occasions.

[Take a Credit](#)

Those on a double class pass will receive a discount code to use on booking the next full double course for:-

£11 off when they miss one day;

£21.50 if they miss two dates;

£32 if they miss three dates; and

£42.50 if they miss four dates.

Course Vs Purchasing single tickets

8.30am Pilates / 9.30am Aerobics / 10.30am Pilates



To determine whether purchasing single tickets or enrolling in a course is the better deal for you, follow these steps:

- 1. Estimate Attendance:** Look at the course dates and predict how many classes you can attend. Let's call this your EAF (Estimated Attendance Figure). Are you planning to regularly do two of Jo's classes in one day at St Anselm's (e.g., Pilates followed by Aerobics)?
 - If yes, go to Double Course Vs Purchasing Single Tickets over the page.
 - If no, see 2.
- 2. Future Course Plans:** Are you planning to book the next full course after the one you are booking today?
 - **If yes:**
 - Take the full course fee and deduct £28 (potential £28 credit you can use towards the next full course).
 - Divide this adjusted figure by your EAF to find out the cost per class.
 - Compare your relative cost per class with £9.
 - **If no:**
 - Take the total course price and divide it by your EAF to determine your relative cost per class.
 - If the amount calculated is higher than £9, purchasing single tickets (pay-as-you-go) would be cheaper for you.


Comparison: You should find the following results:

| | 12-week Course | 13-week Course | 14-week Course | 15-week Course | 16-week Course |
|--|----------------|----------------|----------------|----------------|----------------|
| The maximum number of classes you can miss <u>before</u> you'd be out of pocket is | 5 | 6 | 6 | 6 | 6 |

Course Vs Purchasing weekly tickets

Wed  Pilates / Thurs  Pilates

To determine whether purchasing single tickets or enrolling in a course is the better deal for you, follow these steps:

- Estimate Attendance:** Look at the course dates and predict how many classes you can attend. Let's call this your EAF (Estimated Attendance Figure). Are you planning to regularly do two of Jo's classes in one day at St Anselm's (e.g., Pilates followed by Aerobics)?
 - If yes, go to Double  Course Vs Purchasing Single Tickets over the page.
 - If no, see 2.
- Future Course Plans:** Are you planning to book the next full course after the one you are booking today?
 - **If yes:**
 - Take the full course fee and deduct £30 (potential £30 credit you can use towards the next full course).
 - Divide this adjusted figure by your EAF to find out the cost per class.
 - Compare your relative cost per class to the single ticket cost (£9.50).
 - **If no:**
 - Take the total course price and divide it by your EAF to determine your cost per class.
 - If the amount calculated is higher than £9.50, purchasing single tickets (pay-as-you-go) would be cheaper for you.

Comparison: You should find the following results:

| The maximum number of classes you can miss <u>before</u> you'd be out of pocket is | 12-week Course | 13-week Course | 14-week Course | 15-week Course | 16-week Course |
|--|----------------|----------------|----------------|----------------|----------------|
| | 6 | 6 | 7 | 7 | 7 |

Double Course Vs Purchasing Single Tickets

What is meant by double course? Booking either:

- The Early Bird Pilates course & the Easy to Follow Aerobics course, or
- The Easy to Follow Aerobics course & the 10.30am Pilates course

Determining the Best Deal:

1. **Estimate Attendance:**

- Review the course dates and predict how many classes you can attend. Let's call this your Estimated Attendance Figure (EAF).

2. **Future Course Plans:**

- Are you planning to book the next full course after the one you are booking today?

If Yes:

1. Take the full course fee (£131) and deduct £42.50 (potential credit towards the next full course).
2. Deduct the double course discount (£30).
3. Divide this adjusted figure by your EAF to find out your relative cost per class.
4. Compare the cost per class with £15.50.

If No:

1. Take the total course price and divide it by your EAF to determine your cost per class.
2. Deduct the double course discount (£25).
3. If the calculated amount is higher than £15.50, purchasing single tickets (pay-as-you-go) would be cheaper.

Comparison: You should find the following results:

| The maximum number of classes you can miss <u>before</u> you'd be out of pocket is | 12-week Course | 13-week Course | 14-week Course | 15-week Course | 16-week Course |
|--|----------------|----------------|----------------|----------------|----------------|
| | 5 | 5 | 5 | 5 | 5 |

Ill health

If you've booked the course then become ill or someone you care for becomes ill. Jo will freeze your credit or make a refund on production of a doctor's note.

Freeze credit - taking the 8.30am Pilates as an example if you are unable to attend the last two dates of the course and you are a course client Jo will hold £14 of credit for you to use on any classes, face to face or Zoom or videos, or put towards a personal training session.

Refund - Jo will charge you full price for the classes up until the date you give me notice then refund the difference. The course prices and class passes have been calculated on assumption you attend every class.

If you miss a few classes due to a cold Jo will issue a discount code to be used on the next course options 1 to 6 as detailed above will apply.

Lockdown

If we ever go into another lockdown your credit will remain on file until we resume classes again. If you would prefer a refund you will need to text or email me. I will charge the classes you've been to at the full price rate (Pay as You Go Amount) and will refund the difference.

Free Chat

Please do take advantage of Jo's free chat service. It's FREE!!! See www.SuperJoSouthgate.com schedule to make a booking. The more you talk to her about what you want to achieve the more she can cater for you.

Feedback

If you ever have any ideas for how Jo could make improvements to her service please share your ideas with her. She has an incredibly lovely job because of you all. She wants to give you the best possible service.