

Updated Reformer Pilates Booking Policy

To help everyone enjoy access to classes and keep things fair, please review our updated booking guidelines below. These new policies will launch Jan 1st 2026.

No-Show

- If you miss a booked class without cancelling, a **\$5 no-show fee** will be applied to your account.

Late Cancellation

- For classes **after 12pm** (12:10, 1:00, 4:15, 5:15, 6:15), please cancel at least **5 hours** before the start time.
- For classes **before 12pm** (7:00, 7:45, 8:00, 9:00, 10:00), please cancel at least **9 hours** prior.
- Cancelling within these timeframes more than **3 times in a month** will incur a \$10 fee.
- Frequent late cancellations may affect your ability to book future classes.

Late Arrival

- Arriving more than **5 minutes late** may result in your spot being given to a walk-in customer and marked as a no-show.
- Arrivals later than **10 minutes** cannot join the class and will be marked as a no-show incurring the **\$5 no-show fee**.

Multiple Bookings

- Members may book **one Reformer Pilates class per day**.
- You can join multiple waitlists, but if you secure a spot in one class, please remove yourself from other waitlists to allow fair access for all.

Attendance

- Please ensure your instructor marks you as attended at every class.

Fees

- Fees are calculated monthly. If applicable, you'll receive an email from sport.fitness@flinders.edu.au with a 7-day grace period before the fee is either added to your account or onto the next debit cycle.

Thank you to everyone who has been following these guidelines, it helps keep classes running smoothly and ensures everyone has the chance to participate. We appreciate your support and look forward to seeing you in class!