

Coco Pilates – Terms & Conditions

Last updated: 19 August 2025

Welcome to Coco Pilates. By booking or attending our classes, visiting our studios, or using our website, you agree to the following Terms & Conditions.

1. Services

- Coco Pilates offers Reformer and Mat Pilates classes, private and duet sessions, small group sessions, and wellness services as advertised on our website and information packs.
- We reserve the right to update class times, instructors, pricing, and offerings.

2. Bookings & Payments

- All bookings must be made via our official booking platform (Bookamat) and paid in advance.
- Payment confirms your space in class. No walk-ins are allowed.
- Payment is due monthly in advance by the 1st of the month.
- Coco Pilates is a **cash-free facility**. Payments are accepted via EFT or Bookamat (5% admin fee applies).

3. Booking Types

- **Casual Bookings:** Pay-as-you-go, subject to availability.
- **Weekly Repeat Bookings:** Reserved weekly timeslot, billed monthly in advance. Absences are still invoiced to secure your spot.
- **Class Packs:** Pre-purchased credits valid for the stated period (2–6 months). Any unused classes after expiry are forfeited.
- **Waiting Lists:** You may join a waiting list with an active class credit. If no spot opens, your credit will remain on your account.

4. Cancellation Policy

- **Sandton Studio:** 12-hour cancellation policy.
- **Steyn City Studio:** 24-hour cancellation policy.
- Cancellations must be made via the Bookamat platform.
Late cancellations and no-shows will be charged in full.
- Weekly bookings are not transferable to the following month.

5. Health & Safety

- By attending classes, you confirm you are fit to participate.
Please inform your instructor of any injuries, medical conditions, or pregnancy before class.
- Participation is at your own risk. Coco Pilates is not liable for injuries unless caused by negligence.
- Pilates is a hands-on method. Instructors may use tactile feedback unless you request otherwise.

6. Studio Etiquette

- Arrive on time. Entry may not be permitted after 5 minutes past the start of class.
- Socks (regular or grip) are required. If you arrive without socks, Coco sticky socks will be provided at R180 and billed to your account.
- No shoes, jewelry (except smartwatches), or disruptive phone use in class.
- A towel is required for every session.
- Please treat instructors, staff, facilities, and equipment with respect.

7. Refunds

- All bookings, payments, and packages are strictly non-refundable.

8. Discovery Vitality

- Coco Pilates is a registered Discovery Vitality partner. You may earn Vitality points for attendance, but these must be scanned at the time of class (points cannot be backlogged).

9. Intellectual Property

- All content on our website, social media, and printed material is the property of Coco Pilates and may not be copied or used without permission.

10. Governing Law

- These Terms & Conditions are governed by the laws of South Africa.