

## Reformer Terms & Conditions:

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### Reformer Screening Forms:

Are required to be filled in 24 hours prior to attending a class! These will be sent by email once a pack has been purchased.

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### Cancellation Policy!

If you've booked into a class but can no longer attend, please cancel via:

Online booking system platform OR Call Cardinia Life on 5945 2888.

Cancellations must be made **at least 12 hours before** the class start time.

**To avoid penalties**, it is your responsibility to remove yourself from the class within the required timeframe. **Please note:** Cancellations will **not** be accepted via email, social media, or any other methods.

### Cancellation Fee Structure!

1. **Early Cancellation** (12+ hours before class):  
No penalty. Your class pass will be retained.
2. **Late Cancellation or No Show** (within 12 hours of class start):  
Your class pass will be forfeited.
3. **If Cardinia Life needs to cancel a class**, you will be notified in advance, and **your class pass will not be affected**.

**Please note that Reformer Pilates is not currently included in your existing memberships!**

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### Waitlist policy?

Coming soon

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### Class Start and End times?

Each class runs for 50 minutes. We strive to begin and end all classes promptly.

Please ensure that you arrive 5 minutes prior to the scheduled start time to ensure a safe and smooth beginning.

You will up until 10 Minutes prior to class to book into a session!

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## **Pricing:**

**Please note that Reformer Pilates is not currently included in your existing memberships!**

However, as we gain a clearer understanding of the future direction of our Reformer Pilates offerings, we will be exploring the possibility of introducing Reformer Pilates membership options.

### **We will be offering introductory packs!**

Giving you the opportunity to come in, try the sessions, and see if they're the right fit for you. A chance for you to explore this new and exciting Pilates world with highly experienced Instructors!

#### **3 pack Introductory Offer – 1 Time Purchase Only!**

Valid for 2 weeks from first class.

\$40 Member

\$60 Non-member

	<b>Member</b>	<b>Non Member</b>
<b>Single Class</b>	\$15.00	\$25.00
<b>5 Class Pack</b>	\$71.25	\$118.75
<b>10 Class Pack</b>	\$135.00	\$225.00
<b>20 Class Pack</b>	\$255.00	\$425.00

### **Private one-on-one classes!**

Available upon request, depending on instructor availability. Please note that these sessions come at an additional cost.

## FAQS

- **Where are reformer classes held:**

Classes are held in what was formerly known as the Cycle studio.

- **Are Reformer classes part of my membership?**

No, reformer classes are a new offering over and above our current membership offerings and require a single or multi-pack pass to be purchased as per prices advertised.

- **Do Fitness passport memberships include reformer?**

No, you will need to purchase a members pricing reformer packs or single pass.

- **What is the difference between Mat and Reformer classes?**

Mat classes are performed on a mat on the floor and reformer is on an elevated reformer bed which has moving parts. Reformer classes require you to focus and listen more as there is a lot of Verbal guidance, lots of concentration and there will be spring variations which provides resistance to help movements be performed.

- **Equipment coming soon: Expected late August**

- **Height of the reformer beds:**

Parts that raise the heights of the bed, currently they are quite low to the ground, so please be mindful if you have mobility issues perhaps wait to give these a go.

- **Timetable changes:**

Once all the equipment has arrived, we will be updating the timetable according to class demand and potentially making membership options available. This will likely be from October 2025.

- **Pilates Socks:**

Pilates socks are mandatory for classes & will be available for purchase at reception if you forget them. You will not be allowed to participate without socks.

- **Why do we need to wear Pilates Grip Socks?**

**Safety:** Grip socks contain a non-slip sole that enhances traction and helps prevent slips or falls during reformer workouts.

**Hygiene:** Grip socks contribute to a cleaner, more hygienic environment for everyone in the studio.

**Performance & Stability:** Grip socks support better balance, control and help improve overall performance allowing smoother transitions during reformer exercises.

If you don't have grip socks, they are available for purchase at reception.

- **Class Sizes:**

We can accommodate 7 Clients per session.

- **Do I need previous experience in Pilates or reformer Pilates to join a class?**  
No, our classes are designed to cater to all abilities, from beginner to advanced. Instructors will tailor classes to your individual needs.
- **What should I wear to class?**  
Wear comfortable stretchy clothing to allow for easy movement, grippy socks are required. Please bring along towel and drink bottle.
- **Are your instructors qualified?**  
Yes, our instructors are highly qualified to deliver safe and effective instruction to suit the individual's needs.
- **What can I expect during my first class?**
- A friendly, approachable class where the instructor will guide you through safe techniques tailored to your individual needs, leaving you feeling confident and comfortable.
- **Class etiquette**
  - Arrive 5 Minutes prior to class start time for set up requirements and for health and safety reasons.
  - If you arrive later than the class start time you will not be permitted to enter the class.
  - Pack your workout towel and drink bottle.
  - Please wipe down your equipment after use.
- **What if I have pre existing or health conditions?**  
Ensure a Cardinia Life prescreening form has been completed 24 hours prior to attending your first class. (If you are a Health and Wellness Member, you can complete an initial health assessment prior to attending your first class). Please advise the class instructors prior to class commencing.
- **Can I attend if I am pregnant?**  
At the moment we do not have specific pregnancy classes, however you can attend as long as there are no complications with your pregnancy and doctors have advised it is safe for you do so. Please complete a Cardinia Life pre screening form prior to your first class.
- **Can I attend a class Post Pregnancy?**  
You must have completed your 6-week post-natal check-up and have medical clearance to exercise from your doctor and complete the Cardinia Life Prescreening form. Sometimes it may take longer for you to receive clearance to resume exercise. This is necessary to ensure it is safe for you to resume physical activity. Everyone is different, so have a chat to your doctor about your individual requirements.