



MEMBER ACCOUNT

Go to our website
www.pilatesheavenuk.com
Click '**Log in**'.
Enter the email address and password you used to create your account to take you to your dashboard (PH Summary).

When using your account, if you get lost, click the tab '**My PH Summary**' and this will return you to the dashboard.

If you forget your password, go to the website and click '**Log in**'. Click '**Forgotten Password?**' A new password will be sent to you by email. Log in again inserting the new password.

Having been sent a new password by email or for security reasons you want to change it to a different one, from your dashboard, click '**Edit my Details**'. Scroll to the bottom of the page to '**Password Change**'. Enter a new password into the 2 boxes as indicated. Click '**Change Password**'.

Manage My Classes

You can cancel a class, book a class using a token, rebook a class that you cancelled.

Manage My tokens

You can check your token balance, view expiry dates, and purchase tokens.

Edit My Details

You can change your personal/emergency contact details and password.

Manage My Billing

You can change your bank card details.

Book Private Session

You can book a private session with the option to use one token towards the cost of the session.

Order History

You can view your purchases including private sessions.

Log out

Always log out after you have finished using your account.



QUICK GUIDE OVERVIEW

MANAGE MY CLASSES

You can start booking and cancelling classes for one month only from 1st of the month.

Cancel a class as soon as you know you cannot attend it.

If you incur a combination of 3 No Shows and/or cancelling with less than 30 minutes before a class starts during one term, membership will be cancelled.

See T&C for further details.

When using your account, if you get lost, click the tab 'My PH Summary' and this will return you to the dashboard.

CANCELLING A CLASS

Find the class you wish to cancel. If you can see the class on your dashboard, click the 'View' tab. If the class does not appear on the dashboard, find it by clicking either of the 'Manage my Classes' tabs and then click the 'My Classes' tab where you will find it listed. Click the 'View' tab.

If you are booked into a class, in readiness for you to cancel the class should you need to, the tab will say 'I can't attend'. Click the tab if you can't attend.

Cancellation Deadlines apply (see Manage my Tokens or T&C).

BOOKING A CLASS

You must have a token to book a class. Precision members with no tokens can obtain a token either by cancelling a class they are assigned to or by purchasing an additional token. FlexiClass members who have no tokens can either wait until 2nd of the month when they will receive their quota of 4 monthly tokens or they can purchase additional tokens.

Click either of the 'Manage my Classes' tabs on the dashboard and then click the 'All Classes' tab which will enable you to see all the classes for the month.

Click the 'View' tab for the class you wish to book. If the class has space for the week you want to attend, the tab will say 'Book with Token'. Click the tab if you want to attend. If there isn't space, the tab will say 'Class Full'. Keep looking in case someone cancels their place.

One token is required to book classes (60 minutes duration).

Two tokens are required to book Class Specials (90 minutes duration) and the 2nd token is removed manually by us.

RE-BOOKING A CLASS

If you have previously cancelled a class and circumstances change enabling you to attend or you accidentally cancel the wrong class/week, you may be able to rebook the class if there is space.

Find the class you wish to rebook. If you can see the class on your dashboard, click the 'View' tab. If the class does not appear on the dashboard, find it by clicking either of the 'Manage my Classes' tabs and then click the 'My Classes' tab where you will find it listed. Click the 'View' tab. If you have cancelled the class previously, in readiness for you to rebook should you need to, the tab will say 'I can attend'. Click the tab if you can attend.

If the tab says 'Class Full', you can't rebook. Keep looking in case someone cancels their place.



QUICK GUIDE OVERVIEW

MANAGE MY TOKENS

Manage your
tokens from
the dashboard
on your PH
account.

You must
have a token
to book a
class.

When using your account, if you
get lost, click the tab 'My PH
Summary' and this will return you
to the dashboard.

FlexiClass members receive 4
tokens on 2nd of the month.

Tokens are applied to an account
each time a member cancels a
class.

Expiry dates are 4 months from the date
of application.

When booking a class, the token with
the shortest expiry date is used.

A new token with a full 4-month expiry is
applied each time you cancel a class
meeting the cancellation deadline.

A token is not applied to your account if
you miss a cancellation deadline.

An additional token with the longest
expiry date is removed from your
account for each No Show you incur.

If a class is cancelled by the studio for any
reason, anyone who is due to attend will be
notified by email and will have a token
applied to their account.

When the studio is closed for holidays, a
token for each closure that month is
applied to Precision members' accounts on
2nd of the month. FlexiClass members
receive 4 tokens as usual.

If membership is cancelled,
tokens are removed.

To purchase tokens, click '**Manage
My Tokens**' from your dashboard.
Click '**Buy More Tokens**'. Select the
number of tokens you wish to
purchase (up to 3 at a time) and
click '**Buy Tokens**'. Tokens are
applied at point of purchase.

Cancellation deadlines

Weekday morning sessions up to 12.00:

08.00 on the day of the class

Weekday evening sessions starting from

16.30: 16.00 on the day of the class.

Saturday sessions (all day): 08.00 on the day
of the class.

**Early Bird Zoom sessions (starting before
08.00):** after Zoom links have been sent.

Over a term, all members are expected to
attend at least 8 classes, Precision
members attending their assigned class
(attending other classes does NOT count)
and FlexiClass members attending any
classes and spreading their attendance as
they wish over the term.

There are 3 x 4-month terms per
year (Jan-April; May to August;
September to October).



QUICK GUIDE OVERVIEW

Manage these functions from the dashboard on your PH account.

EDIT MY DETAILS
MANAGE MY BILLING
BOOK PRIVATE SESSIONS

Private sessions CANNOT be rearranged once booked. No refunds should you NOT attend.

When using your account, if you get lost, click the tab 'My PH Summary' and this will return you to the dashboard.

Click '**Edit my Details**' to change your personal or emergency contact details. Click the '**Update**' tab to upload the changes. The '**Edit my Details**' tab also enables you to change your password (refer to Member Account page for further details).

YOU CANNOT CHANGE YOUR EMAIL.

YOU CANNOT UPDATE MEDICAL DETAILS.

CONTACT US IF YOU NEED TO DO EITHER OF THESE THINGS.

Click '**Manage my Billing**' to change the bank card registered to your PH account. Click the '**Submit**' tab to upload the changes.

Monthly subscriptions are requested on 1st of the month. If your bank declines our request, no more requests are made, your membership is cancelled automatically.

Reasons your bank will decline payment at the time of request.

INSUFFICIENT FUNDS.

CARD EXPIRED.

YOU HAVE ASKED YOUR BANK TO PLACE A STOP ON YOUR ACCOUNT.

Click '**Purchase Private Sessions**' to choose the type of session you want to book and a date from the list of available dates.

Indicate if you want to use a token to reduce the cost of the session. Click '**Book & Pay**'. The fee will be taken from the card registered to your PH account and a token will be removed from your account if you have used one (one with the shortest expiry).

Booked sessions will appear on your private sessions page or you can view them in '**Order History**' on the dashboard of your PH account.