

goPhysio Classes Online Booking System

Welcome to our online booking system. You can use the system to:

- Manage your regular class bookings
- Cancel and book 'make up' classes
- Book individual, PAYG classes

Managing Your Classes - Regular Class Member (DD)

1. If you are a regular member, you will be booked on a recurring regular class, where your space is guaranteed in that class, every week, on an 8 week rolling basis.
2. If you aren't able to attend your regular class in any week, you can un-register from that specific class that week. You will need to un-register from each class you are unable to attend separately.
 1. Visit the website and log in. Go to the Dashboard.
 2. You will see a list of all your upcoming class registrations.
 3. Click on 'Leave' on the class you are unable to attend. You will be prompted to confirm that you want to un-register from the session.

Upcoming Registrations

View all registrations at: [goPhysio](#)

Your upcoming session count: 8

Your Reservations

 [Pilates - Intermediate, Thursday 19:00](#) at goPhysio • Fiona Moir (TEST)

Thu 19 Sep 19:00	<input checked="" type="checkbox"/> Pilates - Intermediate Thu 19 Sep 19:00–20:00 with Francesca Wicker Venue: goPhysio	<input type="button" value="You're attending"/> <input type="button" value="Leave"/> <input type="button" value="Details"/>
Thu 26 Sep 19:00	<input checked="" type="checkbox"/> Pilates - Intermediate Thu 26 Sep 19:00–20:00 with Francesca Wicker Venue: goPhysio	<input type="button" value="You're attending"/> <input type="button" value="Leave"/> <input type="button" value="Details"/>
Thu 3 Oct 19:00	<input checked="" type="checkbox"/> Pilates - Intermediate Thu 3 Oct 19:00–20:00 with Francesca Wicker Venue: goPhysio	<input type="button" value="You're attending"/> <input type="button" value="Leave"/> <input type="button" value="Details"/>
Thu 10 Oct 19:00		

3. A class credit will sit on your account and can be used to re-book and make up any class in **that same calendar month**. Just visit the schedule page to find a class to book onto.
4. Classes can not be rolled over into the next calendar month, therefore, if you know you are going to be unable to make your regular class towards the end of the month, please book your make up class in advance.
5. We are able to consider individual circumstances and exceptions, so if you would like any assistance or have any individual circumstances that you'd like us to consider with regards to your make up classes, please email pilates@gophysiotherapy.co.uk where we'll be more than happy to assist you.
6. Full details of your membership and class credits can be found under My Account > Memberships > View Details.
7. All regular class members will have 5 class credits a month (for 1 class a week members) or 10 class credits a month (for 2 class a week members). In months that only have 4 weeks, this means that you will have a bonus class credit or credits to use that month to book an extra class or classes. Just follow the PAYG instructions below to book your extra bonus class!
8. You can also book into any online classes as part of your membership, please see our guide to how to book online classes. So, even if you can't attend in person, you can still do your Pilates!

If you want to cancel your membership, you will need to provide 1 months notice as per the terms (subject to a 3 month minimum membership term for new members). You can cancel your membership online by visiting My Account > Memberships > Cancel Membership. You will be informed of the upcoming and final payment dates and end of membership dates. No classes will be bookable after this time.

Managing Your Classes - PAYG Member

1. Once you have purchased your individual class or class pack, you can book your class(es).
2. Visit the schedule and view in list, weekly or monthly. You will see the class times, level and instructor.
3. Click on your selected class, where full details of the class will come up.
4. Click on 'Register for Single Class'

Schedule / Pilates - Beginner

Pilates - Beginner

📍 goPhysio (11 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA, GB)
★ Roz Brawn

Thursday
19
September
09:30 - 10:30

Perfect for those starting from scratch or if you're returning to Pilates after a long period.

If you are unable to attend a class, you must give at least 6 hours notice.

Please ensure you have completed a Complimentary Pilates Induction prior to setting up a membership.
Contact us directly at the clinic if you have any enquiries
Tel: 02380 253317
Email: pilates@gophysiotherapy.co.uk

[Register for Single Class](#)
Register for just this session



5. You will now be registered to attend the class.
6. This will appear in your upcoming registrations on your dashboard.
7. If you need to subsequently cancel this class, visit your dashboard, at least 6 hours before the class is due to start, and click on 'Leave'. This will un-register you from the class and your class credit will appear on your account so you can re-book another class.

A few reminders

To make sure that the system runs effectively and you get the most from your Class Membership at goPhysio, please make a note of the following:

- Please let reception know when you arrive at your class so that they can check you in and take your temperature.
- Head straight up to the studio once you've checked in.
- If you are unable to attend a class, please provide at least 6 hours notice or unregister for your class online with at least 6 hours notice. Failure to do this will result in you losing your class credit for that class.
- Class sizes are now strictly limited to a maximum of 4 participants, so places are limited. If you know you are unable to attend a class, please provide as much notice as possible. This will make sure that you and all your fellow Pilates attendees can benefit from the make p class system fully.
- If you are a regular class member, class credits will not be rolled over into the following month unless there are extenuating circumstances. Please contact us via email to pilates@gophysiotherapy.co.uk for Pilates classes or mail@gophysiotherapy.co.uk for Rehab or

- Don't forget, that PAYG class credits have an expiry date. After this date, any class credits you have on your account will expire, so don't forget to use them! You will receive an email reminder to let you know that time is running out to use your class credits.

Waitlist

If a class is already fully booked, you have the option to join a waiting list for that class. You will then receive notification that a space has become available in the class and be prompted to confirm whether you'd still like the space.