

## goPilates Classes Online Booking System

Welcome to our online booking system. This system is simple and quick to use and enables you to book and manage your classes and sessions yourself. Please use these detailed instructions to help you get set up and manage your classes online or get in touch if you need any help!

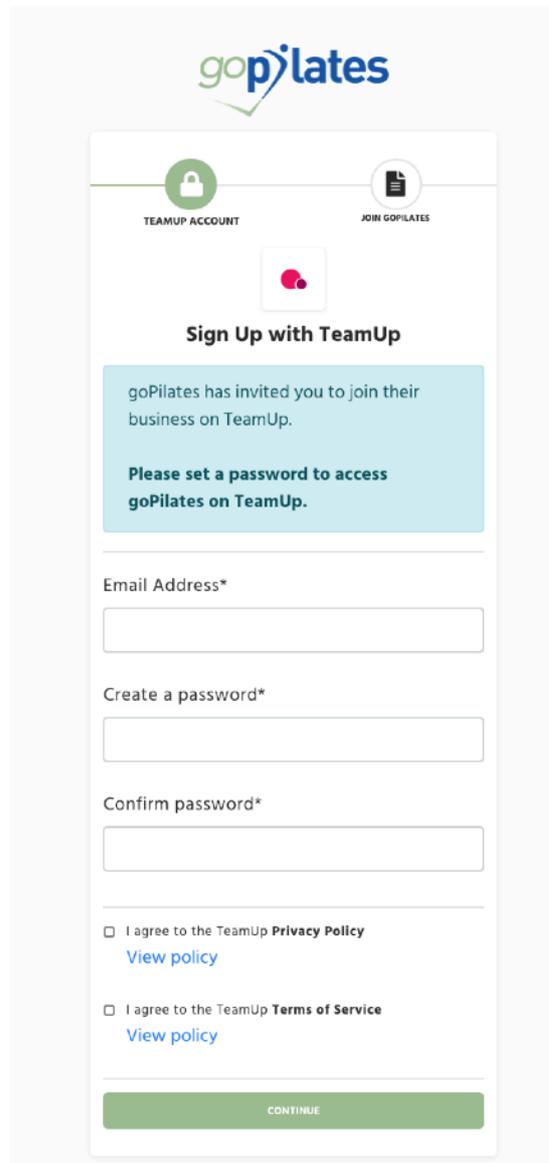
### Getting Started

Before you can use the online booking facility, you will need to register (sign up). Please see below for instructions how to do this and comprehensive instructions on how to manage your classes.

### Registering (signing up)

To register with our online Pilates site:

1. You should receive an email to invite you to sign up to the system we use, which is called Team Up, like this. (Or click on this link <https://goteamup.com/p/2809580-gopilates/>)



goPilates

TEAMUP ACCOUNT JOIN GOPILATES

**Sign Up with TeamUp**

goPilates has invited you to join their business on TeamUp.

**Please set a password to access goPilates on TeamUp.**

Email Address\*

Create a password\*

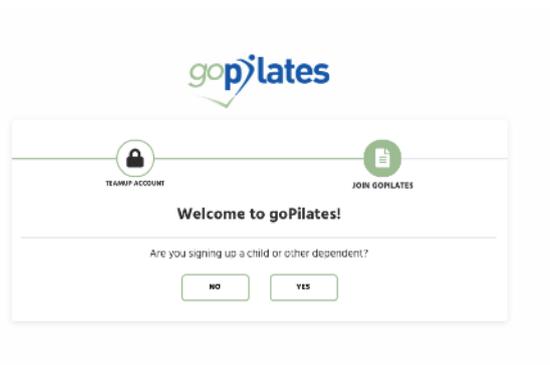
Confirm password\*

I agree to the TeamUp **Privacy Policy**  
[View policy](#)

I agree to the TeamUp **Terms of Service**  
[View policy](#)

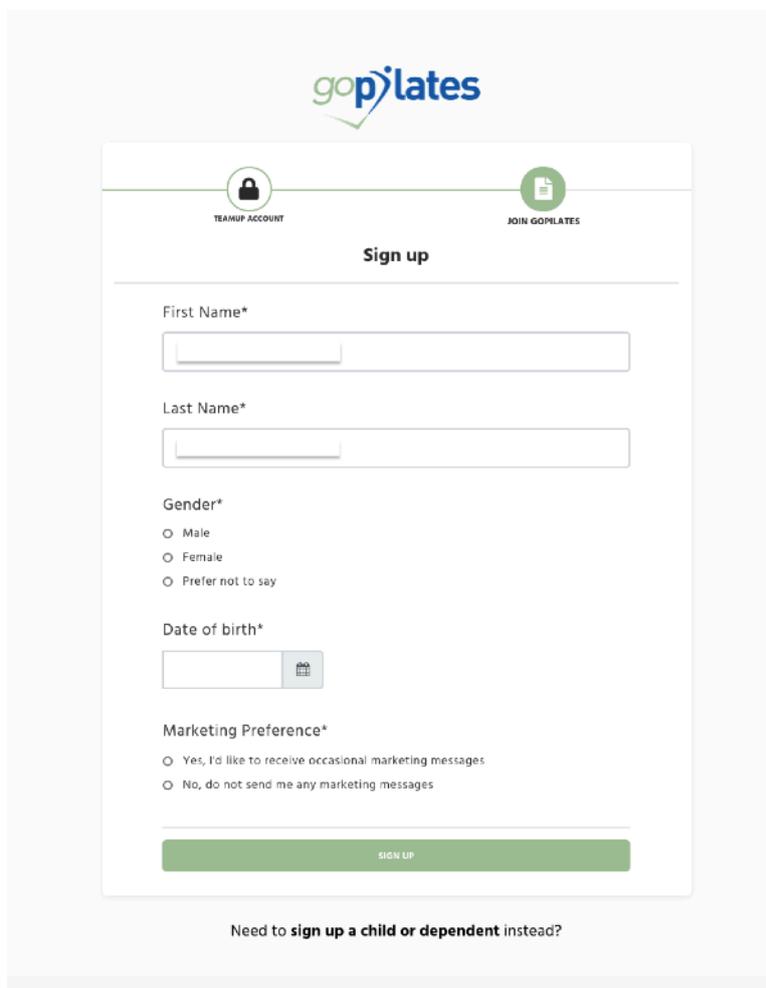
CONTINUE

2. Create a password and agree to the site's Privacy Policy and Terms of Service, then click CONTINUE.
3. The site will ask you if you are signing up a child or other dependent. Select No.



The screenshot shows the goPilates logo at the top. Below it are two navigation links: 'TEAMUP ACCOUNT' with a lock icon and 'JOIN GOPILATES' with a document icon. The main heading is 'Welcome to goPilates!'. Below this is the question 'Are you signing up a child or other dependent?' with two buttons: 'NO' and 'YES'.

4. Enter your personal details. We recommend that you select 'Yes' for whether you'd like to receive marketing messages from us. Any emails we send directly relate to the Pilates class services and sometimes include important information which we wouldn't want you to miss out on. Click SIGN UP.

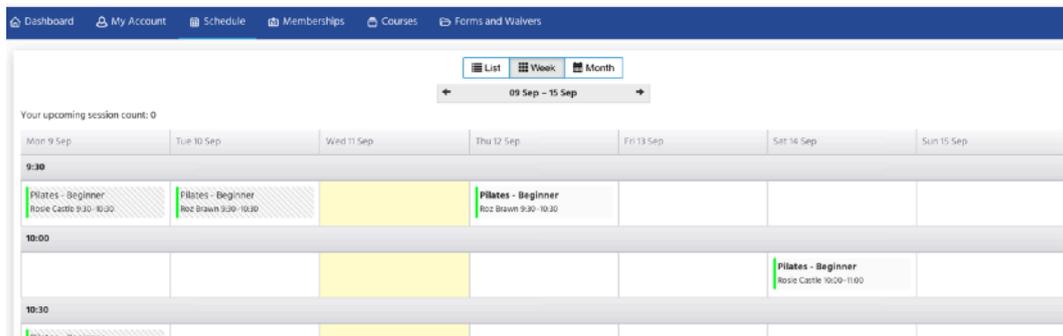


The screenshot shows the goPilates logo at the top. Below it are two navigation links: 'TEAMUP ACCOUNT' with a lock icon and 'JOIN GOPILATES' with a document icon. The main heading is 'Sign up'. Below this are several form fields: 'First Name\*' with a text input field, 'Last Name\*' with a text input field, 'Gender\*' with three radio button options: 'Male', 'Female', and 'Prefer not to say', 'Date of birth\*' with a date picker field, and 'Marketing Preference\*' with two radio button options: 'Yes, I'd like to receive occasional marketing messages' and 'No, do not send me any marketing messages'. At the bottom of the form is a green 'SIGN UP' button. Below the form is a link: 'Need to sign up a child or dependent instead?'.

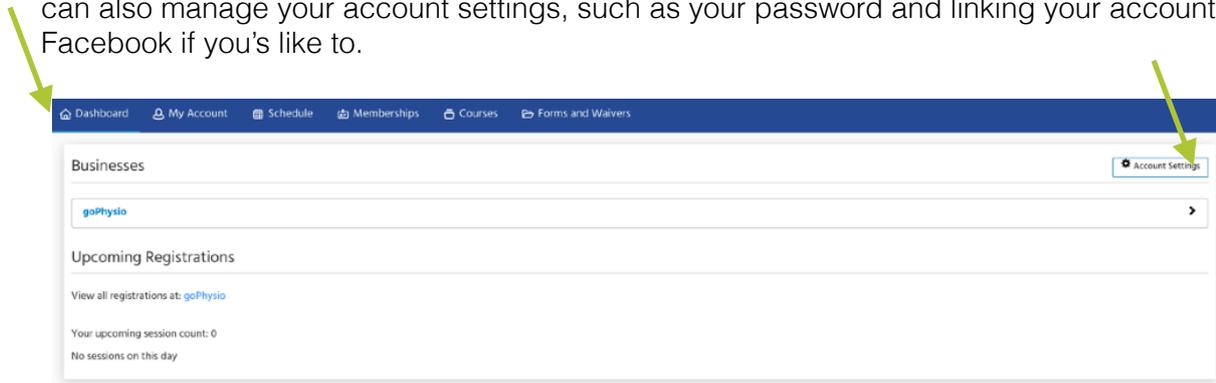
5. You're all signed up! You will now be able to see all your upcoming class registrations and manage your classes online.

## Managing your account

1. Once you have registered, you will be able to login to your account.
2. When you login, you will see the following screen.



3. From this screen, you will be able to see and do the following:
4. **Dashboard** - a summary of any upcoming registrations (class bookings). From this page you can also manage your account settings, such as your password and linking your account to Facebook if you's like to.



5. **My Account** - from here, you can manage your profile, memberships, registrations, payments, documents and notifications. You will also be able to access the following:



1. Profile - use to manage personal and contact details
2. Memberships - details of any active Pilates memberships
3. Registrations - details of any recurring or individual classes you are registered to attend
4. Payments - details of any payments you have made
5. Documents - where you can view our T&Cs
6. Notifications - notification preferences



6. **Schedule** - The regular class schedule, which can be viewed as a list or weekly or monthly calendar. You can see class days, times, types and instructor
7. **On Demand** - Access to a library of recorded Pilates videos for you to do in your own time, between classes!
8. **Memberships** - Details of all the types of memberships and class packs that are available to purchase. *Please note, you will need to have completed an induction session at the clinic prior to purchasing any memberships or classes. Please call us on 023 8025 3317 to book in your Induction session.*
9. **Courses** - Details of any upcoming courses or workshops.
10. **Forms and Waivers** - Forms that need to be or have been completed.

## REGULAR CLASS MONTHLY MEMBERS

### Setting Up Your Monthly Membership

1. If you have chosen monthly membership, with a guaranteed space in a weekly class, once you have set up your Team Up account, you will be sent an invitation by email for you to set up your direct debit payment for your membership.
2. Just click on the link in the email, where you will see full details of your chosen membership and the scheduled payments.
3. Click on 'Add payment details' / '+ Add Payment Method'.
4. Enter your bank details for your DD to be set up.
5. The Direct Debit payments are managed securely via GoCardless and covered under the Direct Debit Guarantee.

The screenshot shows a payment setup interface for a membership. At the top, it says "Pre-COVID to Studio A Week from goPhysio for" followed by a dropdown menu. Below this are links for "Membership Detail" and "Terms and Conditions". A section titled "Change Payment Method" contains a message: "There is currently no payment method associated with this membership. Please add payment details below." The main area displays a "Recurring Payment" table with columns for "Membership", "Amount", and "Frequency". The membership is "The COVID to Studio A Week" by goPhysio, with a recurring amount of £72.00 every month on the 20th (subject to 21st Feb). Below this is a "First Payment" section showing a one-off payment of £0.30. The "Payment Option" is "Pay by Direct Debit via GoCardless", with a "GOCARDLESS" button. A note states: "There is not yet a Direct Debit Mandate between Fintax Mon 13/2 and goPhysio. You will be redirected to GoCardless when you can securely set up a Direct Debit Mandate." A green "Purchase" button is at the bottom, along with a language selector set to "English (UK)".

6. Click on 'Purchase'.
7. You're all set and ready to start your classes!
8. You will be allocated to your chosen weekly, regular class and this will appear in your account dashboard.

### Managing Your Classes - Regular Class Member (DD)

1. If you are a regular member, you will automatically be booked on your chosen, recurring regular class, where your space is guaranteed in that class, every week.
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.

The screenshot shows the "Upcoming Registrations" section of a user's dashboard. It includes a link to "View all registrations at: goPhysio" and a message: "Your upcoming session count: 8". Under "Your Reservations", there is a link for "Pilates - Intermediate, Thursday 19:00 at goPhysio • Fiona Moir (TEST)". Below this, a list of class registrations is shown, each with a "Leave" button and a "Details" button. The first registration is for "Thu 19 Sep 19:00" for "Pilates - Intermediate" with Francesca Wicker at goPhysio. A green arrow points to the "Leave" button for this registration. The status "You're attending" is shown in a green box above the buttons for each registration. The list continues with "Thu 26 Sep 19:00" and "Thu 3 Oct 19:00", both also for "Pilates - Intermediate" with Francesca Wicker at goPhysio.

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](mailto: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 instructions below to book your extra bonus class!

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.

### Booking An Extra Class in 4 week Months / Bank Holidays

1. As part of your membership, you will get 5 classes a month (or 10 if you are on a 2 class/week membership). This means in months where there are only 4 weeks or where there are bank holidays, you can book extra classes.
2. To book your extra class(es), visit the schedule and view in list, weekly or monthly. You will see the class times, types 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

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**Pilates - Beginner**

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

**Thursday**  
**19**  
September  
09:30 - 10:30

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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](mailto: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.

## PAYG CUSTOMERS

### Purchasing PAYG Classes

All class payment options are termed 'memberships', whether you are opting to become a regular class member with a monthly payment or 'pay as you go' member.

1. When you are logged in to your account, select the Membership tab.



#### Your Active Memberships

##### Reformer and Mat Studio Pilates Classes Combo

Become an In-studio member and book 1x mat Pilates class and 1x Reformer Pilates class in our studio every week.

2. You will see a list of all the available memberships that are available to buy, including monthly payment plans, class packs and pay as you go (single) classes. With each membership option, you will see full details of the membership, including number of classes included in the membership, how classes can be managed and any expiry dates, terms and conditions etc.
3. Select the class you would like to purchase and click 'Buy'

##### Single Mat Pilates Class

Starts on the date of purchase. Valid for 1 month.

Purchase a single class credit here which can be booked into one of our In-Studio Mat Classes. This can run alongside a current membership should you wish to add extra classes to your calendar.

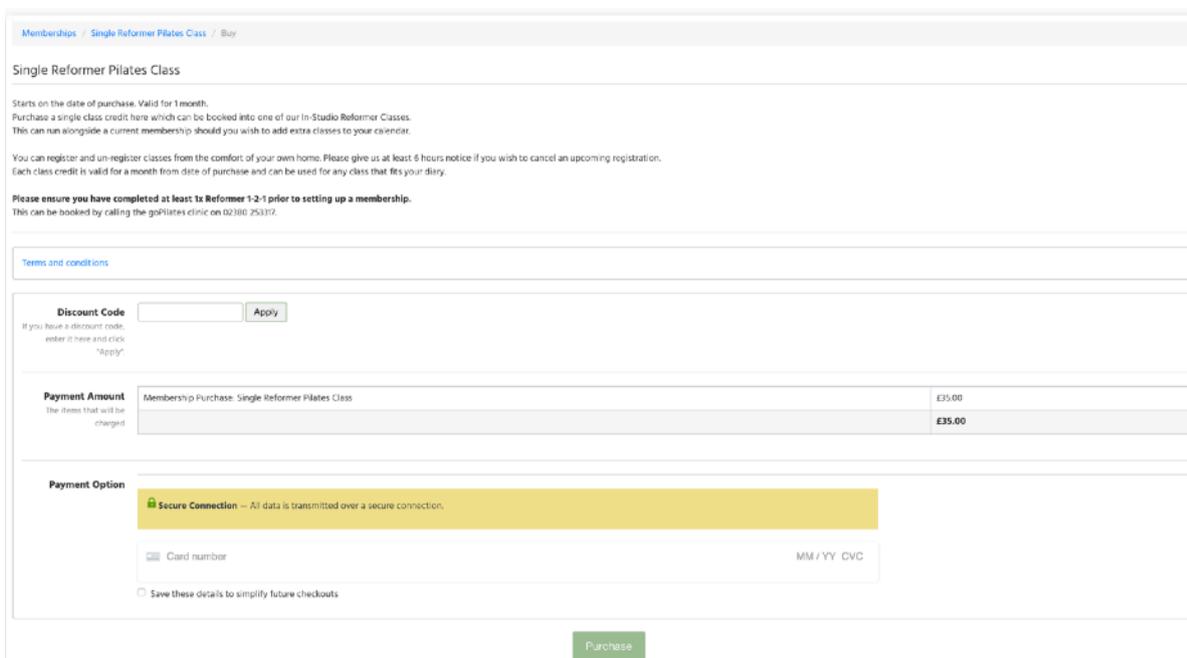
You can register and un-register classes from the comfort of your own home. Please give us at least 6 hours notice if you wish to cancel an upcoming registration. Each class credit is valid for a month from date of purchase and can be used for any class that fits your diary.

**Please ensure you have completed a Mat Pilates Induction prior to setting up a membership.** This can be booked online [here](#).

£22.50

Buy

4. Before purchasing a membership, if you haven't already done so, you will be prompted to agree to the the goPhysio T&Cs and complete a contact form and emergency contact details.
5. You will see the payment amount. Enter your card details and click 'Purchase'
6. You can now book your individual class.

A screenshot of a website's checkout page for a 'Single Reformer Pilates Class'. The page has a light grey header with 'Memberships / Single Reformer Pilates Class / Buy'. Below the header, the title 'Single Reformer Pilates Class' is followed by several paragraphs of text detailing the class, including its duration, booking rules, and a requirement to complete a Reformer 1-2-1 prior to setting up a membership. There is a 'Terms and conditions' link. Below this is a 'Discount Code' field with an 'Apply' button. The 'Payment Amount' section shows a table with two rows: 'Membership Purchase: Single Reformer Pilates Class' for £25.00 and a total of £25.00. The 'Payment Option' section features a yellow 'Secure Connection' banner, a card number field with a 'CVC' field, and a 'Save these details to simplify future checkouts' checkbox. A green 'Purchase' button is at the bottom.

## Managing Your Classes - PAYG Member

1. Once you have purchased your individual class, you can book your class.
2. Visit the schedule and view in list, weekly or monthly. You will see the class times, type 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

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[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.

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.

Classes can be booked up to 2 weeks in advance. PAYG classes must be used within a month of purchase.

## Purchasing A Course or Workshop

In addition to regular classes, we also offer 1-off courses and workshops.

1. When you are logged in to your account, select the Courses tab.



2. You will see a list of all the upcoming courses and workshops that are available to join.
3. Click on 'Details' to see more information about the course or workshop.
4. Select the class you would like to join and click 'Register for group'
5. You will then be prompted to enter your personal and payment details to register for the workshop or course.
6. You are all signed up!