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| ***Classes – Terms and Conditions*** |
| ***Missed Classes*** |
| Total Physiotherapy will be notified prior to class if the participant is unable to attend.  |
| Subject to availability, between both parties, (Total Physiotherapy and the client), |
| Total Physiotherapy can offer ONE Make Up Class per participant per block set |
| (not transferable from set to set or other participants)  |
| for unforeseeable reasons such as injuries/illness. |
| ***Make up*** |
| Make up classes can be booked from reception during the hours of 9-6pm |
| Monday to Friday 09 239 1856. |
| Refunds or credits are not provided as an alternative. |
| We will endeavour not to cancel a confirmed booking; |
| however, we reserve the right to do so. |
| If we cancel a booking, we will offer the participant a full refund for that class only. |
| Payable in cash to the participant from reception or as a credit on to the  |
| participants account. Any cancellation will be sent via text message. |
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| **New Class Block Bookings** |
| New block sets are available to book into 4 weeks prior to their start date. You will automatically be placed into the next set unless you let us know otherwise. |
| Payment is required to confirm your place on the course. |
| Payment can be made at reception via internet banking, eftpos, |
| credit card or cash between the hours of 9-6pm Monday-Friday and through Genoapay (ask for more details). |
| Attendance to class is on receipt of prior payment only. |