

# PILATES BASED BODY AWARENESS

*est. 1987*

## A Special Note from your School Director: Joining and Resigning

To ensure smooth running of the school, please may we have your co-operation with:

### **Joining and resigning from PBBA**

If you've said - verbally, in writing, electronically, via purchase or otherwise - that you wish to join PBBA and intend to pay for class or are already paying for class, these are legally binding contracts. Contracts can be dissolved amicably if you alert Chris Hocking in an appropriate manner and with the correct amount of notice. As a new student, i.e. a Level 1 student who has not yet moved into the main school, the deadline for this is given in papers subsequent to your Welcome Letter. For everyone else, please see below for the correct procedure. Breach of contract is a serious offence but one that requires very little effort, on your part, to avoid.

**Students studying at levels 2-5: YOU will need to cancel the standing order but it is essential for legal reasons to inform PBBA of your decision a minimum of 10 days BEFORE the cancelled payment would have been due to go out. To behave otherwise is breach of contract by UK law.**

Please communicate a resignation to PBBA during the following periods, noting the **deadlines** in bold:

20 January - **5 February** for Term 2, the Spring term, 15 April - 23 June  
20 April - **5 May** for Term 3, the Summer term, 8 July - 29 September  
20 July - **5 August** for Term 4, the Autumn term, 1 October - 9 December  
20 October - **5 November** for Term 1, the Winter term, 4 January - 14 March

Failure to complete a resignation by the deadline will result in you remaining liable for fees due to be paid by standing order ten days later. Please note the recent media coverage of changes to UK laws. Now both the provider and the consumer can expect equal protection.

After you've resigned and cancelled your contract with PBBA, please contact your bank to cancel your standing order, PBBA cannot do this for you as our intervention is not accepted by the banks. Please remember that your termly fees exit on the 15<sup>th</sup> of November, February, May and August for terms 1, 2, 3, and 4 respectively.

If you have resigned in the correct manner (and we have a record of it) but have subsequently overpaid due to failure to stop your standing order, you may request a refund in writing to Chris Hocking, 182 Shaftesbury Avenue, London WC2H 8JB, enclosing a stamped self-addressed envelope.

Please note, the administrative fee for the inconvenience to PBBA (rebalancing bank statement reconciliation, back tracking fees, tax and VAT out of the accounts, adjusting the A-Z of students and financial projections for the quarter) will be £33.66 taken from the refund at source.

Please request this refund within 33 days of the overpayment. Neither phone call nor email is an effective means of asking for the refund. If your bank is at fault it must be your bank that writes to PBBA, not yourself. Under no other circumstances, when the fault is not ours, does PBBA give a refund. Please see ['A Very Important Question Answered'](#).

Please do not deliver news of resignation before, during or after class. Chris attends to these matters in the privacy of her office only.

## **The new procedure for resigning**

Due to the recent changes in UK law, designed to increase protection for small businesses for unpaid bills and cancellations at short notice, PBBA now has an email for resignations so that the time and content of the resignation can be electronically stored - essential for our records and your peace of mind. A hard copy will also be kept. The email address is [resignation@pilatesbodyawareness.co.uk](mailto:resignation@pilatesbodyawareness.co.uk). **We strongly advise you to use this method. If for any reason you cannot send an email, please call Chris on 020 7240 5922 for advice. Please do not discuss in class.**

Full details of fees, plus your Terms of Trade - which gives further guidance on school etiquette - are at [Terms of Trade 2010](#)  
Thank you.

**[www.pilatesbodyawareness.co.uk](http://www.pilatesbodyawareness.co.uk)**