

Group Physiotherapy Program Policies

- **Registration:** To register for a session, a registration credit in the amount of the full session must be added to your account. This credit will be used to pay for each registered class at the end of the group physiotherapy session. All participants must register for all classes in the session. Drop in classes are not offered.
Pre-requisite: A physiotherapy assessment is required and included in your registration if you are a new Synergy client. Regular physiotherapy reassessment is required to ensure our classes are meeting your physical needs and goals.
- **Cancellation Policy:** Registration may be cancelled with a full return of your registration credit up to 10 days prior to the start date of the group physiotherapy session. Once started, cancellation exceptions may be made for medical reasons and extenuating circumstances and are at the discretion of Synergy.
- **Missed Classes:** Missed classes throughout the group physiotherapy session are not reimbursed. Attended classes are billed as group physiotherapy appointment. Missed classes are billed as a no show. This will be documented in your Group Physiotherapy receipt.
- **Make Up Classes:** We do not offer makeup group physiotherapy classes. However, all participants in our Group Physiotherapy program have access to unlimited zoom livestream classes for the duration of their registered session. You are welcome and encouraged to come as often as you like. Attendance in any zoom class other than the class you are registered in and taught by your supervising physiotherapist is not group physiotherapy, and will not be included on your group physiotherapy receipt. Zoom technical difficulties are beyond our control, and we do not assume responsibility for any zoom malfunctions.
- **Receipts:** At the end of the Group Physiotherapy session, you will be emailed a receipt that outlines each class you attended or did not attend, the fee per class, as well as the name and billing number of the Physiotherapist teaching/supervising the class. It is the responsibility of each participant to check whether they have an extended health care plan that covers Group Physiotherapy. Registration will not be refunded in the event you are denied coverage - please ensure to check before registering. As our classes are billed as Group Physiotherapy, your receipt may also be accepted as a medical expense on your income taxes. Synergy does not direct bill for any services.
- **Public health Policy:** Synergy reserves the right to reintroduce a mask mandate in the studio, and/or, switch classes to zoom livestream only upon public health recommendations. No refunds will be issued.

You may contact admin@synergyphysiopilates.ca or (902) 407-1417 directly to arrange a late cancellation when there are extenuating medical or personal circumstances. If approved, refunds are only issued from the time of the request for remaining classes in a session.