



AD HOC BOOKINGS
Updated 30 October, 2019

Practitioners are expected to closely follow the following procedures for ad-hoc hires.

1. Ad hoc slots are sold in 60 or 90-minute slots, and are available during regularly scheduled slot times, i.e. 8.00am to 2pm and 2.15/2.30pm to 8.15/8.30pm (dependent on which centre). They are NOT available at change over time between 2.00-2.15pm or 2.30pm (dependent on which centre).
2. The set fee for ad-hoc bookings is £20 for 60 minutes and £30 for 90 minutes. Any bookings using the services of the Light Centre reception or Facebook group must adhere to this amount.
3. Only practitioners who already have a contract and are up-to-date with their fees may book ad hoc slots, mat teachers may not book ad-hocs.
4. Pilates Reformer teachers with a contracted slot may also hire regular therapy rooms however no furniture is to be removed from the therapy rooms or reformers from the studio.
5. Slots can be booked either by email, in person at reception or over the telephone.
6. The best time for reception is between 9.00am and 12.00pm and 2.30pm and 5.30pm between classes.
7. Slots booked directly from the centre must be paid for at the time of booking using either cash or a debit / credit card. Slots booked from other practitioners must be paid for in cash on the day, as this will then be put directly in each practitioners' pouch. We do give refunds when ad-hoc booking made with therapist
8. Cancellations made within 24 hours of the booking will not be refunded. Cancellations giving more than 24 hours' notice for directly booked slots will generate a credit for the practitioner to be used at another time. No refunds are given. We do give refunds when ad-hoc booking made with therapist
9. If you want to put your slot out for ad-hoc, hours or holiday etc let the reception team know by email. The reception team update that on our system so other therapists can check availability.
10. Post on the Facebook group 'Light Centre Therapists' your offer of ad-hoc availability, the more you use the group and engage with other therapists, the more you can support each other. You must let reception know your slot is available before you post it on Facebook.
11. Practitioners with a contract for one Light Centre can also book ad hoc rooms at other Light Centres, but need to take all their own equipment with them, as there is not enough storage space in the other centres for another box.
12. An ad hoc slot can only be used by the practitioner who booked the slot.
13. The practitioner's box (if appropriate) will be taken out and ready for them, providing reception have a minimum of 24 hours' notice of the booking. For bookings made within 24 hours it may not be possible to take out the practitioner's box, as it might mean disturbing another treatment.
14. It is essential that practitioners finish their ad hoc slot on time and leave the room neat and tidy. The Centre reserves the right to charge an additional proportionate fee if this does not happen.
15. Studio hirers can ad-hoc (subject to availability) at the centre where they are hiring and only at the specific date period that they are hiring. Ad-hoc bookings can only be made 1 month in advance.
16. If we get the 3-month leave notice covered earlier, we may allow a therapist to ad-hoc until end of 3-month notice period, this is at our discretion.