



TERMS & CONDITIONS

PRICES, TERMS & CONDITIONS

The following terms and conditions apply, please read carefully. The terms and conditions apply to the use of this site, the creation of an account for booking /purchasing services and use of them. By booking a session online, in person, by phone or any other communication method or payment, you are agreeing to the terms and conditions set out below.

Bookings, Payments, Cancellations & Refunds

- New clients are required to have an initial 30 minute 121 Assessment session before joining a beginner's class.
- All services are payable in advance or at the time of your session. Cash, cheque, BACS or cards will be accepted.
- A processing charge will be added for cards.
- All purchases are non-refundable.

- Reservations are required to guarantee a spot in a group class. Existing members can sign up in advance online and new clients by e-mail, text, phone or via the online shop. For private sessions, an appointment is always required.
- Online bookings through the virtuagym system and or purchases are final, no refunds or exchanges can be given so please ensure it is correct.
- If you are unable to attend your scheduled appointment, a friend or family member may appreciate an opportunity to take your class/session. In such an event, I would appreciate the courtesy of advance notice.
- The studio has 24-hour cancellation policy. Please honour it by cancelling online or contacting me via e-mail, text, or phone.
- If you fail to show up to your class/session or if you cancel with less than 24 hours notice, you will be charged the full price of your class/session.

- We do have a 'make up class' policy for our monthly paying clients. This has to be taken within that month and can not be carried over to another month. You can make up the class with any of the others instructors at the studio. You have to have cancelled your class or session within the 24-hour cancellation period.
- Expiration dates: Monthly - class passes expire at the end of the month, 10 sessions - SEAT class passes expire in 14 weeks, 5 session Reformer Class passes expires in 8 weeks and private packages expire in 3 months from purchase.

Studio, Sessions & Equipment

- Please arrive to your class/session on time (preferably 5 minutes early to get yourself ready). If you are late, the session will still end at the scheduled time.

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Studio, Sessions & Equipment

- All new clients are required to complete a registration form so please arrive earlier to complete this. Alternatively, it can also be printed off from the website.
- Upon entering, please leave your shoes and coats in the designated area. Bags may be stored in the studio in the area provided.
- Please keep your voices down as there may be sessions in progress.
- Please turn your mobile phone off or put it on vibrate when in the studio.
- You may bring your own water bottle. Please do not bring any other food or beverage into the studio.
- Studio mats and equipment are provided and available to use for class, but you can also bring your own mat.
- Suitable workout clothes are trousers, shorts, and any other clothing that allows freedom of movement. Layering is best because room temperature will vary. Non-Slip socks are also required for health and safety, these may be purchased.
- Please ensure that when you leave you have collected all your belongings – bags, clothing, socks, coats, umbrellas etc.

- Remember the practice we do at the studio is non-competitive. Everyone is working at different levels and has different flexibility. Please honour your body at all times and do what feels best for you. Connect, Align, Listen and Move.

Lost Property

- All personal belongings are left at your own risk.
- If you have left anything behind please contact us and we will endeavour to find it and put it by for you to collect.
- Any clothing, umbrellas etc left for over 2 months will be donated to charity as we do not have facilities to store lost property.

Thank you for your time in reading and agreeing to the terms and conditions.

Privacy Policy

Please take the time to read this Privacy Policy carefully as it tells you how your personal information will be treated by us. The personal information that you supply to us follows the eight principals of data protection.

- Be processed fairly and lawfully.
- Be obtained only for specific, lawful purposes.
- Be adequate, relevant and not excessive.
- Be accurate and kept up to date.
- Not be held for any longer than necessary.
- Processed in accordance with the rights of data subjects.
- Be protected in appropriate ways.
- Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection.

Although we do not make it compulsory to give us every item of information we ask for, the more information you volunteer (and the more accurate it is), the better we can tailor our services for you. All information is kept secure and only authorised persons (fellow teachers and instructors where appropriate) have access to this information. All newsletters will allow you the option to opt out of future mailing.

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