



TERMS & CONDITIONS

PRICES, TERMS & CONDITIONS

The following terms and conditions apply, to all relationships between you, the client, and myself the coach and the studio/premises, please read carefully. The terms and conditions apply to the use of this website, studio, 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. If you do not agree with the terms and conditions the use of all services, facilities, and access to online materials will be cancelled.

Bookings, Payments, Cancellations & Refunds

- New clients are required to have an initial 30 minute 121 Assessment session before joining a beginner's class.

- A client registration form must be completed before beginning any session. Please complete this online prior to your first class or session.
- 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 or acuity scheduling 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. This is enforced as we do have waiting lists.
- 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.
- If you are late arriving at a session, the session will begin on your arrival and continue until the time when it is scheduled to end. If you wish the session to overrun, and we agree, then you may be charged at our discretion for the extra time spent in providing the service.
- On occasion, we may have to cancel or re-arrange a scheduled session. This may occur but is not limited to, for example, due to sickness, staff training or if a preceding session has overrun.

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If we have to cancel a scheduled session, we will book you another appointment as soon as reasonably possible. No charge will be made to you for the session cancelled by us.

- 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 - S.E.A.T class passes expire in 14 weeks, 5 session Reformer Class passes expires in 8 weeks and private packages expire in 3 months from purchase.
- The terms and conditions can be changed or modified from time to time without notice to you and you agree that we shall not be liable to you or any third party for any modification.
- Any modifications to the terms and conditions shall be agreed and confirmed in writing by both parties.

Studio, Sessions & Equipment

- Please arrive to your class/session on time (preferably 5 minutes prior to class/session to get yourself set up). If you are late, the session will still end at the scheduled time.
- 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 off your mobile phone or place 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 would be appropriate trousers, shorts, and any workout clothes that allow for freedom of movement. Layering is best because room temperature will vary. Non-Slip sock will also be required for health and safety, these may be purchased if needed.

- Please ensure that when you leave you have taken all your belongings - bags, clothing, socks, coats, umbrellas etc. with you.
- 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.
- Remember pain is the body's warning system, and is there for reason not to be ignored. Please inform your teacher(s) immediately if you feel discomfort during a session or if you felt any discomfort after a previous session.
- Please advise us before commencing any session, if for any reason your health or your ability to exercise changes.
- The sessions are not a substitute for medical counselling or treatment. If you have any doubts about the suitability of the exercises, consult your medical practitioner. The teacher(s) and studio can accept no liability for personal injury related to participation in the session if you have been advised against such exercise, fail to observe instructions on safety or technique, negligence of another participant.

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- It is inadvisable to do Pilates between 8 to 14 weeks of pregnancy, unless by special arrangement with your teacher(s). It is also wise to wait six weeks after the birth before resuming exercise.

- If you are working with or undergoing treatment with a specialist or consultant written permission must be received before commencing or continuing with session with teacher(s) or practitioner(s).

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 principals of data protection and GDPR (General Data Protection Regulation).

- 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
- Collection, use of your information
- Cookies

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.

Information gathered may be retain by authorised persons for a period of time such as complies with professional, legal and insurance requirements that they must fulfil. All newsletters, social media and thirdparty systems will allow you the option to opt out of future mailing or use of them at any time.

Steps have been taken to ensure & check that any 3rd party applications we currently use, are also following guidelines & are GDPR compliant. Due-diligence has been conducted on our supply chain with documentation either having been received directly or checked for all our main functions.

Cookies are small files sent to and stored on your computer so that we may recognise it as a unique machine each time you visit our website. The reasons for doing this are to keep track of your information for your convenience, help us to optimise your online experience by adapting our content to your needs or browser patterns and to help us understand the size of our audience and their traffic patterns within our site.

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The type of information gathered automatically by our system includes your IP address, the kind of browser you are using and a record of your navigation through our sites. This may be used by Zoisa Holder, 4U Pilates Limited or Pilates Body Aligned so that we can understand how to make our sites convenient and useful to our audience.

This Privacy Policy is intended to help you to understand how any information that you share with us might be used. If you feel concerned about any of these uses, you might elect not to participate in certain services, features or products that we offer. We will never collect any personal information about you without your knowledge, so the decision whether or not to share this information is entirely up to you.

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info@zoisaholder.co.uk
admin@pilatesbodyaligned.uk
admin@4upilates.com

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