



Terms and Conditions

These terms are applicable to everyone in all circumstances, thank you for your understanding.

Confidentiality

All information you provide will be kept in confidence in accordance with the Data Protection Act 1998. Your personal details and medical information will not be made available to third parties unless permission to do so is granted by you and under no circumstances will personal information be sold to third parties.

Recommendations & Referrals

Using judgment and experience, certain exercises and other advice may be suggested to help you achieve your personal goals, specific requests can be discussed directly. If you have any problems, concerns or complaints please contact me as soon as possible. I am a fully qualified and insured Pilates teacher. I intend to work with you within the scope of my knowledge and competencies as a REPs Registered Exercise Professional and in accordance with the REP's code of conduct. Therefore, when I believe it is in your best interests to see a medical professional, I will refer you appropriately.

Cancellation or changes to services (*)

If I cancel or run late the following policy will apply:

- If I am unable to teach your session I will contact you by text message and email at the earliest opportunity and any outstanding payments will be rolled forward to the next session.
- If I run late in starting a session I will extend the session time accordingly or make it up at a future date.
- If a venue is unavailable, I will relocate the session to an alternative venue wherever possible.

Use of equipment

I will provide a limited supply of spare equipment and mats for use at sessions. For hygiene and comfort reasons many people like to bring their own mat to class.

Disclosure of information & accepting potential risks

All health information will be disclosed as requested on the Par-Q form, you will keep me updated and informed of any changes to your health status and you agree to sign the informed consent as part of the registration process. If necessary, you may need to seek clearance from a medical professional (e.g. doctor, physiotherapist, consultant etc) before participation in a session. Whilst for most people Pilates is hugely positive with many health benefits, there remains some risk that you should be aware of. If you are feeling unwell before your session please contact me.

Terms and conditions specific to group classes

- Classes are run as a 4-week rolling arrangement i.e. a 4 week block of 1 x 60 minute class per week, on consecutive weeks.
- Payments can be made by bank transfer, cash or cheque before or at the start of a block booking period.

- Your space at a class is only secure once payment has been received (we will be unable to hold your place if payment is not made by or at the start of the booking period).
- If you are going to be absent from your class please let me know giving as much notice as possible. This is as a courtesy to others wishing to make use of the make-up policy (as below).
- I offer a courtesy make up class policy which means that if you are absent e.g. due to illness, holiday etc you can come along to another class at another venue and make up that class. You can even make up a class in advance of being absent!
- To make use of the make up class policy you will need to let me know in advance that you want to come along and make up so that I can check a space will be available.
- It is not possible to carry over classes missed into the next block of classes.
- As an alternative to the make up policy, it is possible to nominate someone who isn't currently a group member to take your place at a class on a prearranged basis with Flexible Exercise, subject to them satisfactorily completing the par-q health form.
- I require a minimum of 4 weeks notice if you no longer require your space in a class and I reserve the right to charge for a full block unless this notice period is observed.

Terms & conditions specific to private tuition and massage

- Packages and individual sessions are payable in full at the first session.
- Payments can be made by bank transfer, cash or cheque before or at the start of the session.
- In the event that you need to reschedule or you are running late for a session, please contact me ASAP by texting or calling and leaving a message on 07752 587600.
- Cancelling with less than 24 hours' notice, or if you fail to show you will be required to pay 100% of the session fee.
- If you are late to a session, I will do my best to get the most out of the remaining time left in the session.

Fees and pricing

Information relating to pricing and availability is subject to change without notice.

All payments are non refundable and non exchangeable.

General

Terms and conditions may be changed periodically. By browsing this site, social media platforms and/ or booking a session you are agreeing to the terms and conditions. These terms and conditions supersede any previous agreements.