

This policy outlines the terms and conditions for purchasing and attending all Reformer Pilates group classes, private sessions, and session packs at Fit Studio.

By booking, purchasing, and attending any Reformer service, the client confirms that they have read, understood, and agree to abide by all the terms and conditions detailed below.

## **1. Booking and Cancellation Requirements**

### **1.1 Booking**

All group classes and private sessions must be booked and paid for in advance via the official scheduling system. Clients will not be allowed to participate without a confirmed booking.

### **1.2 Cancellation and Late Arrival**

- **Punctual Arrival is Mandatory:** Clients are required to arrive at the studio and be ready to start **before** the scheduled session time. This ensures all safety instructions are heard and the class can begin promptly.
- **Late Entry Policy:** Clients arriving **after the scheduled start time** will be refused entry to the class/session. This is a strict safety measure, particularly for Reformer Pilates, as instructors cannot safely re-brief latecomers or risk disruption to the equipment.
- **Consequence of Late Entry:** Refusal of entry due to late arrival will result in the **loss of the class credit/session fee**.
- **Group Class Cancellation:** A minimum of 24 hours' notice is required to cancel or reschedule a group class. Failure to provide this notice will result in the loss of the class credit/session fee.
- **Private/Duo Session Cancellation:** A minimum of 24 hours' notice is required to cancel or reschedule a private or duo session. Failure to provide this notice will result in the loss of the session credit/session fee.
- **Waitlist:** If a spot opens, the next client on the waitlist is automatically notified via email and has a limited time (60 minutes) to claim and pay for the spot. If the client fails to claim it within this window, the spot is immediately offered to the next person.

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## **2. Session Pack Expiration and Usage**

All Reformer session packs and packages are subject to strict expiration dates. Unused sessions will not be extended, refunded, or credited unless an approved exception is granted.

- **Introductory Offer:** The introductory package (e.g., 2 Sessions for £50) must be used within 3 months from the date of the first use. This offer is strictly limited to one purchase per new client.
- **5-Session Pack:** This pack must be used within 3 months from the date of purchase.
- **10-Session Pack:** This pack must be used within 6 months from the date of purchase.
- **Unlimited Membership:** Capacity for unlimited memberships is valid only for the contracted period (e.g., 30 days). Unused capacity does not roll over and is subject to a fair usage policy.

**Medical Exception:** Extensions may be granted solely for long-term, debilitating medical conditions requiring the complete cessation of exercise. Any request for extension must be supported by current written medical evidence and must be made promptly in writing to management.

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### 3. Health, Safety, and Conduct

- **Assumption of Risk and Health Disclosure:** The client acknowledges the inherent risks of physical activity and voluntarily assumes those risks. The client must exercise within their known physical limits and medical restrictions. Clients must inform their instructor of any changes in health, injuries, or pregnancy status before every class. By participating, the client confirms that they are physically fit to undertake the class and are exercising at their own sole risk and responsibility.
  - **Mandatory Attire:** **Grip socks are mandatory** for all Reformer Pilates classes and sessions for safety and hygiene. Clients without appropriate grip socks will be required to purchase a pair at the studio or may be refused participation (loss of class credit applied).
  - **Studio Safety and Equipment:** Clients must follow all instructions given by the instructor regarding the safe operation of the Reformer machine, including spring changes and carriage adjustments. Misuse of the equipment resulting in damage may incur repair costs.
  - **Refusal of Service:** Instructors reserve the right to refuse participation if they deem a client's health, fitness level, or failure to follow instructions poses an unacceptable risk to themselves or others. This includes clients whose specialized needs fall outside the scope of general fitness training and the instructor's professional competence.
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### 4. Financial Terms

- **Non-Refundable:** All Reformer packages, class fees, and memberships are **non-refundable** and are non-transferable to another person.
- **Price Changes:** Prices for classes, packages, and memberships are subject to change without prior notice. Packages purchased at the previous rate will remain valid until their stated expiration date.