

These Terms and Conditions (T&Cs) govern your use of the services, facilities, and all associated packages provided by Fit Studio ("the Studio," "we," "us," or "our").

By accessing the facility, using any services, booking classes, or purchasing packages, the client ("you") confirms that they have read, understood, and agree to be bound by these T&Cs and all referenced policies (e.g., the "Personal Training Pack Policy" and the "2x Private Introductory Reformer Pack Policy").

1. General Provisions

1.1 Acceptance of Terms

By accessing or using any services provided by Fit Studio, the client agrees to be bound by these T&Cs and all other policies referenced herein.

1.2 Amendments

Fit Studio reserves the right to amend these T&Cs at any time. The current version will always be posted on the website and is effective immediately upon posting.

1.3 Age Requirement

All clients, purchasers, and participants utilizing any service or facility must be a minimum of eighteen (18) years of age. By agreeing to these T&Cs, you confirm you are 18 years or older. Fit Studio reserves the right to request proof of age and refuse service to individuals who do not meet this requirement.

2. Package and Session Policies

2.1 Private Training Packages (5-Session PT Pack)

- **Consultation Required:** Clients must complete a mandatory consultation, assessment, and health screening with a Personal Trainer prior to purchasing any Personal Training (PT) package.
- **Expiration:** All sessions in the 5-Session Personal Training Pack must be used within 3 months of the purchase date. Unused sessions will be forfeited.
- **Cancellation:** A minimum of 24 hours' notice is required for cancellation or rescheduling. Late cancellations or no-shows result in the forfeiture of the session credit.
- **Reference Policy Document:** "Personal Training Pack Policy" for full details.

2.2 Introductory Reformer Offer (2 Private Sessions for £50)

- **Eligibility:** This package is strictly limited to one purchase per person and is for new clients or those new to the Reformer machine only.

- **Duration:** Each session is 45 minutes.
- **Expiration:** Both sessions must be used within 3 months of the purchase date. Unused sessions will be forfeited.
- **Cancellation:** A minimum of 24 hours' notice is required for cancellation or rescheduling. Late cancellations or no-shows result in the forfeiture of the session credit.
- **Mandatory Attire:** Grip socks are required for all Reformer sessions.
- **Reference Policy Document:** Refer to the "2x Private Introductory Reformer Pack Policy" for full details.

2.3 Single Sessions and Other Packages

All other package sizes (e.g., 5-Session Private Reformer Pack, single sessions) are subject to their specific expiration dates (as detailed at the point of sale) and the standard 24-hour cancellation policy (see 2.2.3).

3. Booking, Payment, and Refunds

3.1 Payment

All services, packages, and access fees must be paid in full at the time of booking or prior to the commencement of the first session/use.

3.2 Booking

All sessions (private, group, and Open Access) must be booked in advance via the official scheduling system and are subject to availability.

3.3 Refunds and Transfers

- **Non-Refundable:** All packages, sessions, and access fees are non-refundable and non-transferable to another individual.
 - **Medical Exception:** Refund exceptions may only be considered for documented, long-term medical reasons, requiring written notice and supporting medical evidence, solely at the discretion of management.
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4. Supervised Open Access / Gym Use Policy

By booking an Open Access session, the client agrees to the following specific rules:

4.1 Supervision and Conduct

- **Role of Staff:** On-site staff is present for general facility oversight, safety, and emergency response, but is not obligated to provide instruction, spotting, or individualized coaching.
- **Personal Responsibility:** The client acknowledges the inherent risks of exercise and must exercise within their known physical limits and current fitness level (Section 3.1).

4.2 Guest Policy

- **Guest Limit:** Clients may bring up to three (3) guests, for a maximum of four (4) people using the area at once.
- **Client Responsibility:** The primary client is responsible for the conduct, safety, and adherence to these T&Cs by all their guests.

4.3 Prohibited Equipment

- **Reformer Exclusion:** Use of the Reformer machines and any other specialized Pilates apparatus is strictly prohibited during Open Access hours.

4.4 Commercial Use

- The client and their guests are strictly prohibited from conducting any commercial activity (e.g., paid coaching or instructing) during Open Access hours.
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5. Health, Safety, and Liability

5.1 Health Screening

New clients must complete a health screening questionnaire and liability waiver prior to their first session or Open Access use. The client must inform the instructor/staff of any changes to their medical condition before every session.

5.2 Mandatory Attire

- **Reformer Classes: Grip socks are mandatory** for all Reformer classes and private sessions.
- **Open Access/PT:** Appropriate athletic attire must be worn at all times.

5.3 Assumption of Risk and Indemnity

The client acknowledges the inherent risks of physical activity. The client agrees to indemnify and hold Fit Studio, its staff, and representatives harmless from any claims, demands, or liabilities arising from the client's (or their guests') use of the premises, provided that the facility has not been negligent.

5.4 Scope of Training and Exclusion of Specialized Clients

5.4.1. **Service Limitation:** Our staff and instructors are trained to work with the general population, adapting standard fitness and Pilates methodologies for common physical fitness levels and minor, non-complex injuries (as noted on the PAR-Q). We are not certified, trained, or insured to provide specialized exercise prescription, training, or rehabilitation for individuals with significant complex needs, severe physical or neurological impairments, or conditions that require specialist adaptive training techniques.

5.4.2. **Client Responsibility:** The client is responsible for disclosing all relevant health information, including any complex, chronic, or specialist conditions (e.g., severe balance disorders, recent major surgery, complex pregnancy complications, or conditions requiring specialist allied health intervention) on the health intake form.

5.4.3. **Refusal of Service:** Fit Studio reserves the right to refuse or discontinue service (including Private Training and Open Access) if, based on the health information provided, staff determines that the client's needs fall outside the scope of their professional competence, training, or insurance coverage, or if participation poses an unacceptable risk to the client or staff.

5.4.4. **Medical Clearance:** If a client presents with complex medical or physical needs, they may be required to provide written medical clearance from a relevant medical or allied health professional (e.g., Physician, Physiotherapist) specifying the required safety guidelines and limitations before service can commence.

Acknowledgement required at point of purchase/booking

I have read and agree to all the Terms & Conditions and acknowledge my responsibilities regarding health, safety, and the use of the facility and its equipment.