**Head To Toe Pilates**

**Terms & Conditions**

***1. General***

1. These terms and conditions apply to all clients of Head To Toe Pilates.
2. The address for correspondence is 160 Hiltingbury Road, Chandler’s Ford SO53 5NS.
3. Full information relating to the services offered by Head To Toe Pilates is outlined on the website ([www.headtotoepilates.com](http://www.headtotoepilates.com)).
4. Head To Toe Pilates reserves the right to make changes to these terms & conditions, and will provide one month’s notice of such changes.

***2. Health and Suitability***

1. All clients must complete a client enrolment form before their first session. It is the client’s responsibility to ensure that the Client Enrolment Form has been completed fully and honestly. Teachers cannot accept responsibility for information omitted from the form when completing it.
2. Pilates is very safe, but as with all forms of exercise it is the client’s responsibility to obtain any necessary professional approval for the suitability of Pilates as an exercise regime, before commencement of the first Pilates session.
3. All clients are required to take part in the induction process described on the website prior to joining a class.
4. Clients should let their teacher know in advance if they have any injuries or medical conditions that might affect their ability to exercise. Clients should also inform their teacher if they are pregnant or have recently given birth.
5. If a client is recommended to practice Pilates by their GP or another health professional they may be required to get a letter from them describing the condition with recommendations and contraindications.
6. Depending on the nature of any injury or medical condition, teachers may consider an alternative or modified version of a particular exercise to be more suitable.
7. Teachers cannot accept liability for personal injury related to participation in a private or group session if:

i. the clients’ doctor has advised against exercise on medical grounds,

ii. the client fails to observe instructions on safety or technique,

iii. an injury is caused by the negligence of another participant in the classes

iv. the client fails to disclose a new medical condition or injury at the start of their session.

***3. Payments Group Classes/Private sessions/Joint private sessions***

1. Charges for Group Classes/Private sessions/Joint private sessions are outlined on the website.
2. Existing clients will be advised of any changes in tariff via the Head To Toe Pilates newsletter, and one month’s notice will be given.
3. For block payments for Group Classes/Private sessions, the sessions must be completed within the following time period from payment 6 week block – 10 weeks, 10 week block - 15 weeks
4. Failure to complete a block within these time limits may result in the loss of sessions not taken, unless prior agreement has been reached or in exceptional circumstances.
5. Any change in tariff will take place from the beginning of a new block of payments
6. Payment can be done either via
* BACS to Nat West Account No: 28186206, Sort code: 60-24-77, using your name as reference
* Cheque made payable to Head To Toe Pilates
* Cash at class/induction

***4. Bookings***

1. All Pilates sessions must be booked and paid for in advance. The Group Classes do not operate a drop in system and bookings for new clients are not considered as confirmed until full payment has been received.
2. We prefer that all sessions are booked via phone, e-mail (headtotoepilates@gmail.com) or via the on-line booking form. All bookings are provisional until confirmed (and fully paid) by the client, and for new clients an induction session must also be attended.
3. When a block of sessions is nearing completion, clients will be advised. It is their responsibility to ensure a new block is paid for, on or before the last week, in order to secure a place in future sessions or classes. Late confirmation and/or payment of a new block may result in forfeiture of a space in a class or a previously regular private slot.
4. Priority for bookings is given to clients committing to a regular day/time each week.

***5. Cancellations***

1. Cancellation of a class/private/joint session, for any reason, received after 12.00 noon the day before the class is charged in full and cannot be made up. A teacher may choose to waive this cancellation policy but this is completely at their discretion and their decision is final.
2. Cancellation with more than 14 days notice can be taken as a holiday (10 days/year).
3. Cancellation up to 12 pm the day before class entitles you to make up the missed class in another one of a similar level, although please note that the class might take place in a different location, as per the class schedule on [www.headtotoepilates.com](http://www.headtotoepilates.com)). All make up sessions must be taken within 30 days of notifying the teacher, and it’s the client’s responsibility to ensure that it’s taken. After 30 days the opportunity to make up the class is forfeit, unless otherwise has been agreed with the teacher.
4. Clients can offset the cost of a missed group class session against a private/joint private session.
5. Cancellations should be made directly to the teacher via text/phone (07834 486518) or via email to headtotoepilates@gmail.com

***6. Early Termination***

1. Clients who terminate their bookings midway through a block for health or other unexpected reason may request a refund on a pro rata basis. Alternatively, they may opt to carry forward any unused payment for a maximum period of 6 months.
2. If a refund results in a reduction of the number of sessions within a block payment the discount will be recalculated appropriately.
3. Any refund will be subject to a £5 administration fee.

***7. Mat Classes***

1. Classes run continuously throughout the year, except on Bank and Public Holidays and the period between Christmas & New Year when Head To Toe Pilates is closed.
2. Once a client joins a class that space is reserved for them each week (with payment being made in 6 week blocks) until the client advises the teacher they wish to leave or it is agreed they will move to an alternate class. There is no gap between class blocks.
3. Head To Toe Pilates runs a holiday system for clients (see 5b), i.e. clients may take 10 weeks holiday a year without forfeiting a class. Fourteen days notice is required and the block payment will extend as appropriate beyond the six weeks.
4. Any other missed classes, with the requisite notice (see 5c), may be made up in another class of a similar level subject to available space. These will need to be booked in advance and taken within 30 days of the missed class. It is the client’s responsibility to ensure that the make up class is taken. After 30 days the opportunity to make up the class is forfeit, unless otherwise has been agreed with the teacher.
5. It is possible to offset a missed class against the cost of a 1 hr private/joint private session. All private bookings can be made by phoning/texting 07834 486518, e-mailing (headtotoepilates@gmail.com) or via the on-line booking form.
6. All missed classes must be made up within the calendar year.
7. Any missed class without the requisite notice will be forfeit (see 5a)
8. We endeavour to run classes when a teacher is on holiday or on training, and cover will be provided by another teacher.
9. In the very exceptional circumstances when a teacher has to cancel a class at short notice, every effort will be made to contact clients by email or phone so clients should ensure Head To Toe Pilates has their current contact details.
10. All classes will start promptly, any client arriving more than 10 minutes late will be admitted only at the discretion of the teacher.

***8. General***

1. The preferred method for Head To Toe Pilates to contact clients at short notice (for example, to cancel a class under 7i) above) is via email with a minimum of 1 hour notice. It is a client’s responsibility to ensure Head To Toe Pilates has up to date contact details.
2. All mobile phones must be switched off or turned to silent during classes, as a courtesy to the class, unless by prior agreement and in emergencies.
3. Teachers reserve the right to cancel a booking, or refuse further bookings, from an individual whose behaviour disrupts the smooth running of classes or joint private sessions. In all such cases the teacher’s decision shall be final.
4. Head To Toe Pilates will take all reasonable steps to ensure secure premises but cannot take responsibility for any loss or damage to any client’s personal belongings. Please ensure the security of your belongings at all times when attending a group class location.

***9. Personal Data***

1. A client’s personal data is held by Head To Toe Pilates for the express purpose that it was intended, namely maintaining contact and notification of medical conditions.
2. Head To Toe Pilates will take all reasonable steps to ensure that a client’s personal

data remains confidential and stored securely, and in particular Head To Toe Pilates will not:

i. reproduce any personal information or data or use it in whole or in part

ii. disclose such data to any third party without the consent of the client.