

Anna McLean Pilates Studio (AVM Pilates Ltd)

Terms & Conditions and Privacy Policy

By taking the classes the client agrees to the following:

TERMS & CONDITIONS

1. **Class booking.** Booking for a class closes 1h before class is scheduled to start unless otherwise stated.
2. **Blocks and block release dates.** Classes run as 8-week blocks unless otherwise stated. Only dates for a currently running block are visible on the booking site, until the next block dates are published 2 weeks before a new block is scheduled to start. From that release date onward clients are also able to buy the next block credit packages and book their next block classes.
3. **Class credit validity.** It is the client's responsibility to use up the purchased class credits within the class package validity period. Package expiration dates are explained and listed on the website. The expiry date is also visible when clients are purchasing a class package.
4. **Class cancellations.** If the client cancels their space at least 2h prior to the scheduled class start time, they can re-use the class credit within the class package validity period. If the client cancels later than 2h, they will lose the class credit. Even if the client miss the 2h mark, they are asked to please still cancel their space to allow people on a waiting list to attend.
5. **Class refund policy.** AVM Pilates Ltd does not issue refunds for classes for any reason, including but not limited to: delays due to the client's method of transport to the studio, client working later than expected, issues with parking, client illness or client holidays. It is the client's responsibility to plan ahead in order to make it to class on time and use up their class credits.
6. **Workshop cancellation policy.** If the client cancels their space for a Workshop, a monetary refund is not given. If the client cancels their workshop space with at least 48h notice, the client can request a 1h class drop-in to be used on weekly classes. The validity of this credit is 2 weeks. If AVM Pilates Ltd cancels a workshop, a monetary refund will be issued.
7. **Exceptional situations.** If the client misses classes due to an injury, an operation, or a serious, unexpected illness, they may request an extension on your class credits. Monetary refunds are not given. All cases will be considered individually and are at the studio's discretion. Extensions are only given if the client also buy the next block credit package (4, 8 or 24 package).
8. **Changes to class times and class cancellations made by AVM Pilates Ltd.** AVM Pilates Ltd has the right to make changes to the class timetable and occasionally classes have to be cancelled, whether due to teacher illness or low attendance numbers. In the case of AVM Pilates Ltd cancels a class, the credit is returned to the clients who have booked it. Monetary refunds or credit extensions are not given.
9. **General conduct.** Clients agree to conduct themselves in an appropriate and friendly manner towards the class teacher, staff, and other clients, both in class and online. Aggressive

behaviour will not be tolerated and may result in the client being barred from the class or all future classes.

10. **Arriving late to a class.** If the client is more than 5 minutes late to a class, the class teacher may not allow the client to take part if the class teacher feels the client has missed too much of the warm up, resulting in a higher risk of injury. The class teacher also has the right to refuse the client from participating if the client appears visibly unwell or unfit to take the class safely. Such decisions are at the discretion of the class teacher.
11. **Complaints.** If the client has any concerns or complaints they should email avmpilates@gmail.com

PRIVACY POLICY

1. The details a client provides upon registering are not shared with any third parties. AVM Pilates Ltd ("We") only collects home address, DOB and emergency contact details to be used in the case of an injury or an accident. Clients have the option to add their health information on their profile, which we highly recommend so we can deliver a safe class for them. Please refer to the Waiver of Liability clients are asked to electronically sign on our booking site. Additionally, we use DOB information to send clients a Happy Birthday email. Clients can opt out from this in their profile settings.
2. We email clients about changes to classes, new classes, reminders about block dates and workshops. Clients can edit their email preferences in profile settings if they do not wish to hear from us. We recommend enabling notifications about class cancellations, in order to be aware if a short notice cancellation has occurred. If Studio Bookings mobile app is installed, the app sends a phone notification.
3. Booking and timetabling service provider StudioBookings policies can be viewed on here:
Terms of Service: www.studiobookings.com/terms-of-use
Privacy Policy: www.studiobookings.com/privacy-policy
4. Payments made on StudioBookings are secured and processed by Stripe.