

BODY-TORQUE PILATES

TERMS & CONDITIONS 2016

BOOKING CONDITIONS

1. All classes are booked and are paid for in advance. Prices include VAT at the current rate.
2. Your place on a course is not confirmed until a payment has been received. A confirmation email will be sent.
3. Should you not wish to make an on-line payment please contact the office for alternative payment methods.
4. Refunds or credits are not normally given, but are at our discretion, in exceptional circumstances only.
5. All clients must complete the Registration Form and PAR-Q screening form (Physical Activity Readiness Questionnaire) before joining a course. This information will not be disclosed to any third party.
6. It is the client's responsibility to advise the instructor if there has been any change to their health, particularly if the change would mean that they can answer "yes" to any of the questions on the PAR-Q screening form. It is also the client's responsibility to advise of change of personal information on the application form.
7. The minimum age of class attendees is 18 years. However it is possible for younger clients to attend, but those under the age of 16 should be accompanied by an adult, those over the age of 16, but under 18 years of age will require written permission from a parent or guardian in order to attend a class unaccompanied.
8. **Disclaimer:** Whilst every care is taken to provide safe and effective exercise, participation in Body-Torque's group and 1:1 sessions is at your own risk, and you should make your teacher aware of any exercise or movement which causes you undue discomfort or you feel may lead to injury or aggravation of a pre-existing condition. Body-Torque and its employees cannot be held responsible for injury, illness or accident sustained by its clients or those partaking in its group or 1:1 activities, either during a class or whilst on body-Torque's own premises or on any third party premises or any venue hired by Body-Torque. Clients are asked to divulge all relevant health conditions by completing a PARQ health questionnaire in advance of participation in group or 1:1 activities with us, and to keep us advised of any change in their individual health circumstances.

REFUND POLICY & CANCELLATION POLICY

1. We are a small company that care about the service we offer to our clients, we understand that sometimes things change and you may need to cancel a booked session. However, in order for us to be able to maintain the quality of service and tuition we provide it is essential that we have a clear and fair cancellation policy which is strictly adhered to.
2. Should you need to cancel a booked class, you will be entitled to do another class in lieu of the cancelled session if you give us a **minimum** of 24 hrs notice. However to make the system work more efficiently please give as much notice as possible, so your place can be made available to another client wishing to make up a missed class.
3. If we do **not** receive a minimum of 24hrs notification of absence, it **will not** be possible for a client to make up their missed class. This policy will be strictly enforced.

www.body-torque.co.uk

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4. Clients who cancel a class with more than 24 hrs notice will have their account credited for the cancelled session.
5. Missed sessions that have not been cancelled with a minimum of 24 hrs notice will be charged as if attended and no refund or credit will be issued. This policy will be strictly enforced.

PRIVACY POLICY

Commitment to Data Security: Your personally identifiable information is kept secure. Only authorised employees have access to this information. All emails and newsletters from our site allow you to opt out of further mailings. **Our Promise:** *Body-Torque* will never sell, trade, rent, exchange or otherwise share your personal information with any other person, company or organisation.

N.B. By clicking "Place Order" at the checkout you are agreeing to be bound by these Terms and Conditions without equivocation. These Terms & Conditions are subject to change without notice.

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