

**REGISTRATION FORM**

<b>NAME</b>		
<b>DATE OF BIRTH</b>		
<b>HOME ADDRESS</b>		
<b>HOME TELEPHONE NUMBER</b>		
<b>MOBILE NUMBER</b>		
<b>E-MAIL</b>		
<b>CONTACT NAME AND NUMBER TO BE USED IN AN EMERGENCY (NEXT OF KIN)</b>	<b>Name:</b> <b>Relationship:</b> <b>Contact Number:</b>	
Please confirm if you are happy to subscribe receive emails from us about changes to our schedule, special offers and promotions. You can unsubscribe at any time by using the unsubscribe link or contacting us. <b>We promise never to share your personal contact details with anyone!</b>		<b>Yes/No</b>
<b>SIGNED:</b>	<b>DATE:</b>	
<b>PLEASE NOTE BY SIGNING THIS FORM YOU ARE CONFIRMING THAT YOU HAVE RECEIVED A COPY OF OUR PRIVACY POLICY ALONG WITH OUR TERMS AND CONDITIONS AND AGREE TO BE BOUND BY THEM INCLUDING THE DISCLAIMER</b>		

## PARQ-PHYSICAL ACTIVITY READINESS QUESTIONNAIRE

Please answer each question honestly, answers will be treated with the strictest confidence.

Do you have a heart condition? If YES, please give details.	YES	NO	Detail:-
Do you feel pain in your chest when you do any physical activity or when you are not physically active?	YES	NO	Detail:-
Do you lose your balance because of dizziness or do you ever lose consciousness?	YES	NO	Detail:-
Do you have a back, pelvic or any other joint problem? Please give details	YES	NO	Detail:-
Do you suffer from raised blood pressure? If YES, how is it being treated?	YES	NO	Detail:-
Do you suffer from diabetes? If YES, how is it being treated?	YES	NO	Detail:-
Do you suffer from asthma? If YES, how do you control it?	YES	NO	Detail:-
you/were you a regular exerciser? Do you intend to do any other exercise in addition to this programme	YES	NO	Detail:-
Have you previously attended Pilates classes? If so, how long ago and where?	YES	NO	Detail:-
Do you know of any issue that could affect your participation in exercise? e.g. will you struggle weight bearing on your wrists, or knees?	YES	NO	Detail:-
Have you had any operations? e.g. joint replacements	YES	NO	Detail:-
Do you have any illnesses or conditions? e.g. Osteoporosis, or have you been pregnant in the last six months?	YES	NO	Detail:-
What are your goals in taking up Pilates?			

Please note: If your health changes so that you can now answer YES to any of the above health related questions, tell your teacher and if in doubt, seek medical advice from you GP or health professional.

**Agreement:** I have completed this questionnaire to the best of my knowledge and belief and agree to update this information should my circumstances change.

NAME:

DATE:

SIGNED:



### **Registration Form and PARQ (health screening questionnaire)**

All clients are required to read our Privacy Policy and Terms and Conditions and complete the registration form and health screening questionnaire (PARQ) included in this pack. If your health changes after completing our questionnaire you should let us know ASAP and speak to your teacher to make sure they are aware of your situation. Please call us to have a chat if there are any specific health issues of which we should be aware; **if you're unsure, please call for advice.**

### **Group Class Booking Guidance**

To book your classes you will need to complete our booking form which can be downloaded from our website; [www.body-torque.co.uk](http://www.body-torque.co.uk) or may have been sent to you by email with this welcome pack. Our mat-work courses are between 6-8 weeks depending on school term dates so your commitment is limited to a short course. Please note there are classes at different venues/times so there should hopefully be something to suit everybody, but if you are struggling to choose then we are happy to discuss options and assist you in making a decision. Please note; you should aim to attend as regularly as possible to get the full benefits of the Pilates method.

**Select your class dates from the list:** On the booking form you'll see a full list of days and times that classes will be running over the next course period. Most of our venues are fairly local, have easy access, and parking either on site, or close by, so please consider all classes, not just those which are closest to you.

Select from any classes that are listed at your level (if you're unsure at what level you are please contact us). You don't have to attend the same class every week as, if you wish, you can mix class days and times, as long as they are an appropriate level for your ability. Having selected your preferred class(es); mark the form to confirm the day, time and dates you wish to attend; total the amount in the payment section at the top of the form, and complete the contact information etc. Payment can be made by bank transfer, cash or cheque. Transfers are probably your easiest option as, once set up on your online banking, future payments are simple.

Our Account details are:

Account Name: **Body-Torque Pilates**

Account No: **73778258**

Sort Code: **20-24-00**

**Please use your name as reference when making a transfer.**

### **Cancellations:**

Please keep a note of the dates you select; should you need to cancel a class you have booked then please email us and we can cancel your booking, if you let us know another class you could attend instead of the cancelled session we can then book another class for you as a make-up class.

**Please note, cancelled classes cannot be carried over to the following week at the same day/time, cancelled sessions need to be made up at a different session to your regular class(es).**

Make up classes for cancellations, need to be booked within the same course period, i.e. make up sessions expire at the end of the course whether used or not. However, if a class is cancelled towards

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the end of a course (two weeks or less) then a two week extension will be offered to allow the make up class to be completed within the following course period. **Please note that the 24 hour cancellation policy will be strictly adhered to.**

**Waitlist:**

If a class you want to book is full, you can opt to go onto the wait-list. We will email you when a space becomes available, please then confirm that you still wish to attend. If we receive a cancellation close to the class start time, and more than one person is on the wait list, then all those on the wait-list will be notified and the first to confirm they wish to attend will be booked into the class.

**Studio Sessions**

We have a private studio at our home in Redhill Surrey, RH1 5JJ, which we use as an apparatus studio including Reformer, Cadillac, Chairs etc. for 1:1 and 2:1 sessions as well as our reformer classes. We teach our group mat-work sessions in halls in and around Reigate as well as Betchworth and Dorking. Please read attached Covid-19 procedure if attending classes face to face.

**1:1 and 2:1 private sessions**

These sessions are booked and paid for in advance and the same policies apply regarding cancellation and refund as for our group classes (please see below, terms and conditions and refund and cancellation policy). We also offer 2:1 sessions where you share a private appointment with a family member or friend. You secure a small discount on the standard price of our studio sessions by purchasing a block of 5 sessions or more.

**Pre-course 1:1 sessions:**

A pre-course 1:1 is a great introduction to Pilates; these sessions are a minimum of 1hr, but can stretch to 1.25 hrs, as we include a full postural assessment and cover relevant health history to assess you before recommending a personal course of action.

**Small group reformer classes:**

The reformer is a specialist piece of Pilates equipment designed by Joseph Pilates; the reformer has its own repertoire, although some are similar to mat-work exercises, like the hundred. These are shared sessions with a maximum of three participants. These sessions run as a short course. Please call for details or check the course booking form for dates and times.

**Prices:**

1:1 individual session	£65
2:1 shared session	£75 (shared between two)
1:1 block (min 5 sessions)	£60 per session
2:1 block (min 5 sessions)	£70 per session (shared between two)
Pre-course 1:1	£65
Group reformer sessions	£27 each (booked as a course)
Group Mat-work	£13 each (booked as a course)

All prices are subject to change without notice.

## TERMS & CONDITIONS

### 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.
3. Refunds or credits are not normally given, but are at our discretion, in exceptional circumstances only such as for medical reasons.
4. All clients must complete the Registration Form and PAR-Q health screening form (Physical Activity Readiness Questionnaire) before joining a course. This information will not be disclosed to any third party.
5. 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 registration form.
6. 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 to attend a class unaccompanied.
7. **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 and subcontractors, cannot be held responsible for injury, illness or accident however 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 or whilst participating online. Clients are asked to divulge all relevant health conditions by completing a PARQ health questionnaire in advance of participation in group or 1:1 classes, 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 plans change and you may need to cancel a booked session. However, in order that we can 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 hours' notice. However, please give as much notice as possible, so your place can more easily be made available to another client.
3. Missed private (1:1, 2:1) sessions or classes that have **not** been cancelled with a **minimum of 24 hours'** notice will be charged as if attended and have **no make-up class entitlement**. This policy will be strictly adhered to.
4. Clients who cancel a class with more than 24 hours' notice will be entitled to do another class in lieu of the cancelled session; (subject to availability of space) These make up classes must be booked within four weeks of the cancelled class.
5. Make up classes for cancellations, need to be booked within the same course period, i.e. make up sessions expire at the end of the course whether used or not. However, if a class is cancelled towards the end of a course (two weeks or less) then a two week extension will be offered to allow the make-up class to be completed within the following course period.
6. **Please note, cancelled classes cannot be simply carried over to the following week at the same class day/time, cancelled sessions need to be made up at a different session to your regular class(es).**
7. A class in lieu (make-up class) cannot be treated as a credit and deducted from a future course booking. The class in lieu should be an additional class and attended in the same week with a regular booked class
8. No refunds or credit will be issued for cancellations regardless of how much notice is given.

**N.B. By signing your booking form you are agreeing to be bound by these Terms and Conditions without equivocation. These Terms & Conditions are subject to change without notice.**

## Frequently Asked Questions

Is my teacher qualified:	Instructors are fully insured and qualified, details of qualification of each instructor can be found on our website.
Do I need to bring anything?	Yes, since Covid, you will need to provide your own mat, block and possibly a cushion and you may want to bring a small towel and some water.
What should I wear?	Loose, comfortable clothing is best, e.g. T-shirt and light-weight trousers or leggings etc. Hard buttons, zips, seams and things that dig in can be uncomfortable. Socks are required for Pilates.
Can I park at the venue?	Please visit our web site and view venues by day or area to see parking instructions, venue addresses, and location maps.



## BODY-TORQUE PILATES LTD PRIVACY POLICY

last updated 20<sup>th</sup> May 2018

**Our promise to you: We promise will never sell, distribute or lease your personal information to third parties, unless required by law to do so. Please remember, despite our best intentions, security measures and diligence, we can never guarantee the security of data, however stored or protected.**

This privacy policy clearly explains how Body-Torque Pilates Ltd collects, uses and protects any information that you provide to us. Body-Torque Pilates Ltd is committed to ensuring that any information you provide to us, by which you can be identified, is securely protected. You can be assured that the information you provide to us will only be used in accordance with this privacy statement.

Body-Torque Pilates Ltd may change this policy from time to time, without notice, by updating this document. Therefore, please check occasionally to ensure that you are happy with any changes. This policy is effective from 20<sup>th</sup> May 2018.

### **How we collect information**

Information can be collected online, in person, verbally over the telephone and in written form. In order that we can provide our service, before attending your first group class or 1:1 session, Body-Torque Pilates Ltd will require you to complete a paper registration form and a health screening questionnaire. If you book and/or purchase your classes online, you will also be required to create an online account for this purpose.

**Online:** Previously we have used an automated booking system called Mindbody as of 1<sup>st</sup> September 2018 we no longer take bookings through this system; however, if you have previously booked or given details on-line then the information below describes how that information is stored: When registering online with us, you will be transferred to the Body-Torque Pilates Ltd area of the Mindbody website, which will process the information you supply. You should be aware that the information you give online will be processed and stored in accordance with the Mindbody [Privacy Policy](#) and [Terms](#). Please ensure you have read and accept Mindbody's privacy policy, along with any terms and conditions, before providing any personal data this way. Furthermore, you may choose to save your card payment details on the Mindbody system, please be aware that this information will also be stored in accordance with Mindbody's policy and terms.

**E-mail:** We use MailChimp as a tool for the distribution of group e-mails. These are for general information about class changes and updates and newsletters and are additional to personal e-mails we send you. When you subscribe to our mailing list, MailChimp will collect and store your e-mail details and you should therefore should be aware of MailChimp's [Privacy Policy](#).

**Verbal/written:** When you contact Body-Torque Pilates Ltd, we will ask for certain information about you to help us guide you to the most appropriate group class or studio session. This can be collected verbally on the telephone (where we take notes) or in person, or written in a letter/e-mail, or registration form and health questionnaire.

## What we collect

We may collect some or all of the following information along with additional information when considered relevant:

- name
- contact information including phone, email and home address
- contact information of a third party, in case of illness, or emergency
- relevant health information
- date of birth
- occupation
- contact preferences

**Please note: Body-Torque Pilates Ltd do not collect or store payment information; bank or card details, if given, are destroyed after use.**

## What we do with the information we collect

We require this information to fully understand your needs and help us to provide you with a comprehensive service, and in particular for the following reasons:

- Assess and develop a personalised training plan for 1:1 sessions
- Ascertain an appropriate level of group exercise class
- Make teaching staff aware of any illness or injuries/contraindicated exercises
- Enable us to notify you of class changes
- Enable us to contact a nominated person if you are taken ill during a class
- Internal record keeping
- We may use the information to improve our products and services
- We may periodically send promotional emails, based on your selected preferences, covering news about class or staff changes, new products, special offers or other information which we think you may find interesting

## Security

In accordance with GDPR guidelines on data protection, Body-Torque Pilates Ltd is committed to ensuring that the information submitted to us is kept secure. In order to prevent accidental or unauthorised, destruction, alteration, disclosure, access or misuse, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. This includes locked cabinets/filing systems for paperwork, firewall and password protection for computers, mobile device and online systems. However, no security measures can be completely secure and Body-Torque Pilates Ltd cannot guarantee that information we hold may not be accessed, disclosed, altered, stolen or destroyed, by breach of our physical, electronic or managerial safeguards. We cannot ensure the security of any information you transmit to us, or store with us, or online with Mindbody and MailChimp and therefore you do so at your own risk.

**Personal security settings:** we cannot be held responsible for circumvention of any personal privacy settings or passwords you may set on your online account, or the actions of other online users you may choose to share your information with. We cannot guarantee that information you post, transmit or disclose will not be viewed by unauthorised persons.



**In the event of a security breach:** We promise to take the following action:

- Ascertain the nature of the breach where possible
- Inform those affected by the breach as soon as possible
- Review and amend procedures to help prevent further breaches

### **Controlling your personal information**

**Your Choices:** You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form, look for the box that you can tick to indicate that you do not want the information to be used by anybody for direct marketing purposes. However, please bear in mind that this may also restrict us from sending you information about class changes and cancellations which may affect you
- If you have agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [danielle@body-torque.co.uk](mailto:danielle@body-torque.co.uk) or using the [unsubscribe](#) link at the bottom of our emails.

### **Request for access, updates and corrections, deletions and retentions:**

**Access:** You can access your personal information online at any time using your login and password where you can amend, update and correct your profile. To update data we hold in paper format, please email: [danielle@body-torque.co.uk](mailto:danielle@body-torque.co.uk) and we will update your information within a reasonable time frame. You may request details of personal information which we hold about you at any time. We will of course endeavour to provide information to you as soon as possible, but please allow 28 working days.

**Updates and corrections:** If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at: [danielle@body-torque.co.uk](mailto:danielle@body-torque.co.uk) We will promptly amend any information as advised.

**Data deletions and retention:** We retain personal data collected while the user's account is active. Once an account is deactivated, we will retain data only whilst necessary to satisfy legislation, or where required to by law or in order to safeguard Body-Torque Pilates Ltd and its staff, employees or sub-contractors, against claims of misconduct or personal injury, or if we believe there is another legitimate reason to do so.

### **How we use cookies**

**We do not currently use cookies on our web site:** [www.body-torque.co.uk](http://www.body-torque.co.uk) however, please be aware that other websites may use cookies. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

### **Links to other websites**

Body-Torque Pilates website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over those websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. Please exercise caution and look at the privacy statement applicable to the website in question.