

Terms and Conditions and Online Services

Welcome to Willow Pilates terms and conditions and online services terms of use. Our online services are:

- Willow Pilates Website: <https://willowpilates.co.uk>
- Class booking system: <https://bookwhen.com/willowpilates>

Liability

Pilates exercises are very safe, but, as with all forms of physical exercise, it is prudent to consult your doctor before starting classes, there is a risk of accident or injury and you may experience some normal, post-exercise muscle tenderness. The classes are not a substitute for medical counselling or treatment. If you have any doubts about the suitability of the exercises you should refer back to your medical practitioner. Participation in classes is 100% voluntary and you are free to take breaks as required, ask questions if you are unsure and to avoid any exercises you do not wish to do.

The instructor can accept no liability for personal injury related to participation in a class if:

- a) your medical practitioner has advised you against such exercise.
- b) you fail to observe instructions on safety or technique.
- c) such injury is caused by the negligence of another participant in the class.
- d) you fail to inform the instructor of any health issues you may have.
- e) you persist with exercises which cause you pain or discomfort.
- f) you attend class whilst unwell.

You owe a duty of care to the teacher and other participants in the studio and agree to act responsibly towards others whilst in class and moving around and in and out of the premises where the studio is located. You agree to abide by the covid policy in place at the time at Willow Pilates.

Punctuality

For in-studio please arrive 5 minutes prior to the start time and leave punctually to allow for the flow of people and cars from any previous classes exiting.

For live Zoom and blended classes, please log on 5-10 minutes before the start time of the class, your teacher will probably need to move away from the screen to teach or demonstrate at the start time of the class. Check-in is the best time to let your teacher know of any new medical issues you may have that week.

Cancellation and Pricing

Willow Pilates courses offer you the guarantee of a scheduled time slot each week for a fixed number of weeks on specific dates. Courses are organised either monthly or half-termly and the number of weeks in a course varies from course to course. If you cannot attend your regular time, catch up sessions may be taken by contacting Willow Pilates but are subject to availability and must be taken before your current course expires. Catch up sessions may only be available online even if your course is in-studio. A recorded class may be offered as an alternative to a live class. Missed classes do not roll over to the next course.

As a courtesy to other clients seeking catch ups, it is helpful to notify Willow Pilates of your absence from any class on a course beforehand if possible. The ability to offer catch up sessions relies on this.

Willow Pilates Class Passes are available for private sessions of one to one, two to one and three to one and four-to-one classes, Soul Stretch, Flex Studio and Flexi-mat Pilates. They offer you the flexibility to use your credits against any eligible class with space available, you do not commit to a specific day or time, or to fixed dates, but you need to use the credits on the Willow Pilates Class Pass before it expires, otherwise the cost of the remaining classes on the pass are forfeited. Flex Studio and private one-to-one, two-to-one, three-to-one and four-to-one classes require a minimum of 24 hours notice of cancellation otherwise the fee for the class will be forfeited.

Bookings for all classes at Tidmarsh must be completed by 6 pm on the day before class you wish to attend.

Information displayed on Willow Pilates Website and booking system related to pricing and service availability is subject to change by Willow Pilates without notice.

Payment

All classes must be paid for in advance via the Willow Pilates booking system <http://bookwhen.com/willow/pilates>

All payments are non-refundable except in extreme circumstances and at the absolute discretion of Willow Pilates. A medical note may be required.

Online Services Terms of Use

You confirm that the personal data which you provide when registering yourself or a child as a customer is true, accurate, current and complete in all respects. You agree to notify us immediately of any changes to you or any child's personal data by updating your online account. You agree not to impersonate any other person or entity or to use a false name or a name that you are not authorised to use.

The content in the online services, including any Zoom invitation, is made available for your personal, non commercial use only. You may (if necessary to make a purchase) download content onto one computer hard drive for that purpose. You agree not to (and agree not to assist any third party to) copy, reproduce, transmit, publish, distribute, commercially exploit or create derivative works of such content.

You agree to indemnify Willow Pilates in full, defend and hold us harmless from and against all claims, liability, damages, losses, costs and expenses, including reasonable legal fees, arising out of any breach of the conditions by you, or the use by any other person accessing our website using your shopping account and/or your personal information.

We reserve the right to modify or withdraw all or part of this website and booking system without notice to you and all changes will be deemed to be accepted by you.

Compliance With Laws

The online booking services may only be used for lawful purposes and in a lawful manner. You agree to comply with all applicable laws, statutes and regulations regarding the online booking services and any transactions conducted on or through the booking services.