

Yummy Pilates Updates terms & conditions January 2019

Terms & Conditions

By booking a class or studio session with Yummy Pilates either through online booking or by cheque or cash, you agree to the terms and conditions as set out below.

We want you to enjoy and benefit from your Pilates classes. The terms and conditions below are set out to help you do this and to safeguard our classes.

By booking mat classes you will receive from us:

Expert, experienced teaching from fully qualified Pilates teachers.
Limited class sizes and the choice of a small group class (4 - 8 max)

The benefit of our courtesy make-up class facility.

Payments, Cancellations & Refunds

Bookings made through our Scheduling site are final, no refunds or exchanges can be given, so please be sure of your purchase.

Your mat class or studio session is not confirmed until we have received payment from you. If you choose to pay by cheque or cash, your place is only secure once we have received it and notified you of receipt.

All termly or 10 week blocks of Mat classes, including Pregnancy and Post-Natal classes, once booked, are non-refundable, non-changeable and not transferable to another person.

Studio sessions, be they one-off or a block, once purchased, are non-refundable, non-changeable and not transferable to another person.

These terms apply to everyone in all circumstances. Thank you for your understanding.

'Drop-in' Mat class Cancellation Policy

Please cancel your drop-in class reservation at least 24 hours before the start of class. Cancellations 24 hours or less from the class start time and no-shows are charged for. We are sorry, they cannot be swapped for another class or made up.

If you would like to cancel or modify a reservation or appointment, log in to your account on our site and click "Cancel" next to the class you wish to cancel on your schedule.

"Late Cancel" appears when the online cancellation period has passed. If you click on this option, it allows another person to register in that availability.

For more information, please contact us:
noemi@yummypilates.com or 07870667384

Studio Appointment Cancellation Policy

Appointments made are not transferable to another person. You can cancel all types of studio appointments up to 24 hours before the appointment and not be charged. After 24 hours, you will be charged for the session. Please use all your blocks of studio appointments within six months (180 days) of their purchase date, when any leftover expire.

Equipment

We supply all the equipment you need, including mats.

For hygiene and comfort reasons, please clean the mats and the equipment after your use.

Liability Release

I understand that my teacher is a qualified and insured Pilates mat class or studio teacher.

I understand that Yummy Pilates is in no way responsible for the safekeeping of my personal belongings while I attend class.

I will tell the teacher of anything painful/unusual I experience in the class and between classes.

I will stop doing the exercise if I or s/he thinks I need to or follow the alternatives my teacher gives me.

I understand my teacher may offer me professional advice relating to my ability to exercise and she may consider it unprofessional to continue to teach me if I do not wish to follow that advice.

I will keep my teacher updated on any changes in my medical condition.

I understand that all exercise carries a risk and I voluntarily participate in Yummy Pilates classes with full knowledge that there is a risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Yummy Pilates or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.

If you are struggling with anything in your class, have any problems or concerns, do please let us know as soon as you can, and we will do our best to help.

We reserve the right to change the advertised teacher if the teacher is unavailable due to illness or unforeseen circumstances. No money will be refunded if the class teacher changes.

If there are not enough people booked into the class to run it for the term, we reserve the right to cancel the class. A full refund will be given to you.

Absence and our Courtesy Make-up Class Policy

If you are going to be absent from your mat class for more than one week, please let us know, or we will wonder what has happened to you.

We run a courtesy 'make up class' policy for our termly-booked classes, which means that if you are ill, kept at work, or on holiday and miss one of your classes, you can come along to a class of a similar level and make that class up. You can even 'make up' a class in advance of you being absent!

You can 'make-up' classes in any of our classes of a level appropriate for you. Thank you for following this condition.

Pregnant & Post-Natal women if you all let us know in advance if you are going to be away one week on holiday, we can then let someone else make-up in your space that week.

To make use of the courtesy make-up policy, please let us know in advance that you want to come along and makeup. Please inform this teacher of any health conditions or injuries so s/he can guide you safely in the makeup class. It is your responsibility to do this. We cannot guarantee there will be a space for you in the class you would like to make up in, but it is always worth a go. Only very occasionally do we have too many people to fit in.

This is a courtesy arrangement, and we are one of the few organisations that offer such a facility. We ask you only to make use of it if you really need to miss a class. You cannot 'carry over' classes you missed into the next term of classes. The policy only applies to the term of classes you miss a class in. Thank you for your understanding and using the facility within these conditions.

Lost Property

We make all our venues as safe as we can, but your belongings are left in the studios at your own risk. We cannot be held responsible for anything lost or stolen.

If you think you have left something in any of the studios, do let us know and we will endeavour to find it for you. We will check for your property as soon as we are able, and let you know if we find it. Hopefully, we can arrange for you to pick it up when one of us is teaching there. If you and we cannot coincide in time, you may have to wait until your class the next week to receive your property back. We do not own St Mark's Church Hall and Hadley Wood Private studio; we only have access to these hall & studio when we are teaching classes. It is possible you will have to wait until the next week for us to even check for you. You can contact

these venues directly to ask them if they have seen your property.

Thank you for agreeing to our terms and conditions

"Change happens through movement, and movement heals." - Joseph Hubert Pilates