

# Terms & Conditions

**By booking a class or 1:1 session with SALT Wellness Pilates either by phone or online booking by card or bank transfer, you are agreeing 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 7 people per class max, or 1:1 or 1:2 sessions
- The benefits of our courtesy catch up class facility.
- Equipment use at our home venues, SALT Wellness, Westmesne, Chapmore End and at our sister retreat, Vista Cubells, Es Cubells, Ibiza.

## Payments, Cancellations & Refunds

Bookings made through our website 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 cash, your place is only secure once we have received it and notified you of receipt.

All termly and six or seven-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 are applicable to everyone in all circumstances. Thank you for your understanding.

## The summer '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 need more information, please contact us on: [info@saltwellness.co.uk](mailto:info@saltwellness.co.uk) or 07971091939

## 1:1 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 1:1 appointments within six months (180 days) of their purchase date, when any left over expire.

## Equipment

We supply all the equipment you need, including mats, at our homes, SALT Wellness, Westmesne, Chapmore End and our sister retreat, Vista Cubell, Es Cubells, Ibiza.

For hygiene and comfort reasons, you may bring their own mat to class.

## Liability Release

- I understand that my teacher is a qualified and insured Pilates mat class or studio teacher.
- I understand that SALT Wellness 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 they or I think 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 they 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 SALT Wellness classes with full knowledge that there is 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 SALT Wellness 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 Catch 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 'catch 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 'catch up' a class in advance of you being absent!
- You can 'catch up' in any of our 'standard', 6-7 person classes of a level appropriate for you.
- You CANNOT catch up with any of the Summer 'Drop-In' Classes.
- Pregnant & Post-Natal women, we cannot offer you any definite class to catch up in, if you need to miss a class, but you might be fine to attend a beginners class. It is worth contacting us to find out what might be suitable for you. However 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 catch up in your space that week.

To make use of the courtesy catch up policy, you do not need to let us know in advance that you want to come along and catch up. Just turn up to the class you would like to catch up in, introduce yourself to the teacher, and see if there is an available space. Please inform this teacher of any health conditions or injuries so they can guide you safely in the catch up 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 catch 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. One of us 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.

**Thank you for agreeing to our terms and conditions**