

T's and C's

General Terms and Conditions

1. I understand that my participation in any of the classes, 1:1 sessions or home exercise programmes, and related activity conducted by Lucy Hartin takes place at my own risk and is fully voluntary.
2. I understand that I must complete a mandatory Health Questionnaire before participating in any class or 1:1 session. For the avoidance of doubt, if the Health Questionnaire has not been completed in advance of a class or 1:1 session then I will be unable to take part.
3. I understand that exercise can be physically stressful and, in certain instances, can result in injury. If I have diabetes, a heart condition, high blood pressure, an existing injury, have had recent surgery or am taking any prescribed medications that could affect my performance, I will inform Lucy Hartin prior to participating in any exercise.
4. I will perform any exercise at my own pace, based upon my cardio-respiratory (heart and lung) fitness, muscular strength, and endurance.
5. I will inform Lucy Hartin of any symptoms (e.g., fatigue, dizziness, chest discomfort, shortness of breath, any pain/ discomfort/concern for my safety/benefit) that I feel during my participation in exercise.
6. It is my full responsibility to inform the Lucy Hartin of any changes to my physical and medical condition, or difficulties I perceive or experience.
7. I understand that I will be given instructions on how to perform an exercise and use equipment and I will ask Lucy Hartin any questions if I do not understand any instructions. I will voice any concerns, reservations, or doubts and to ask for clarification or an explanation if required.
8. I understand that the use of tactile feedback will be used to facilitate movement and correct posture and I will inform Lucy Hartin if I do not want to receive 'hands on' teaching.
9. Lucy Hartin will not be held liable for any injuries that arise from participation or use of facilities, or from any of the above clauses not being adhered to.
10. Lucy Hartin accepts no liability for any damage or loss to a client's personal property brought into the premises.

Attendance

1. Arriving on time: Please ensure you arrive on time for your class. The warm-up is designed to help with the avoidance of injury.
2. Clothing: You are advised to wear comfortable, breathable clothing which is fitted to allow Lucy Hartin to see the way your body moves during each exercise.
3. Equipment: Lucy Hartin shall provide all equipment necessary, including mats. You will be required to sanitise equipment you have used at the end of each class (sanitiser and wipes will be provided). You are also able to bring your own mat and/or small equipment if you wish.
4. Water: You are advised to bring your own water bottle to class or 1:1 session
5. Chaperone: Should you require a chaperone to a private session then Lucy Hartin is happy to accommodate this request.

Making a Booking

1. You must be 16 or over to book and attend any class or 1:1 session.
2. All 1:1 sessions must be booked via the website booking system and are payable at time of booking by debit/credit card. Once you have selected a class you will be automatically directed to a page on which you will be asked to input your payment details. You will then receive confirmation of your booking via email which will contain the link to your Health Questionnaire.

3. All group classes must be booked via the website booking system and are payable at time of booking by debit/credit card (classes are payable in half termly blocks, usually 6-8 weeks). Once you have selected a class you will be automatically directed to a page on which you will be asked to input your payment details. You will then receive confirmation of your booking via email which will contain the link to your Health Questionnaire.
4. If you need any assistance booking your class or 1:1 session then please contact Lucy Hartin at lucy@lucyhartinpilates.com or 07734 302190.
5. Booking 'one off' classes is not permitted, unless they are 1:1 sessions.
6. Once your booking has been confirmed you may be added to a class WhatsApp group and/or Facebook group for instant communication in relation to, but not limited to, class times, venue information, information regarding Pilates exercises and general reminders. **By agreeing to these Terms and Conditions you are consenting to being added to a WhatsApp and/or Facebook group. If you do not wish to be added to a WhatsApp or Facebook Group please email lucy@lucyhartinpilates.com.**

Cancellation Policy and Missed Sessions

1. All classes are block bookings, payable in advance and non-refundable, unless you provide proof of a medical reason that you cannot attend class or relocate outside of a reasonable commute to the venue.
2. All 1:1 sessions are payable in advance at time of booking. Should you need to cancel or reschedule your appointment, you must provide Lucy Hartin with at least 24 hours' notice. If 24 hours' notice is provided, then you will be entitled to a refund or to reschedule your appointment. Should you fail to provide Lucy Hartin with 24 hours' notice then you will not be entitled to a refund or able to reschedule that appointment. A new booking will have to be made, which will be charged at the normal rate.
3. If Lucy Hartin must cancel or reschedule your class or 1:1 session then she will do her best to give you advance notice. You will then have the option of a full refund or to reschedule.
4. Lucy Hartin is not responsible for any closure of the premises used for group classes but will endeavour to find a suitable replacement with reasonable notice.
5. If you miss any of your classes, they cannot be refunded or rolled over into subsequent terms however Lucy Hartin will, at her discretion, do her best to offer you a 'catch up' session in another class, subject to availability.

Method of Refund

Refunds will be processed by the payment provider Stripe directly to the debit/credit card with which you paid. If the refund falls outside of Stripe's own cancellation policy, then you will be refunded via a BACS transfer to a UK based bank account only.

Amendment to Terms and Conditions

Lucy Hartin reserves the right to amend these Terms and Conditions at any time

Prices

Lucy Hartin reserves the right to increase prices at any time and you will be notified accordingly

Insurance

Lucy Hartin is fully insured via Fitpro and has Instructor Public and Teacher Liability Insurance with a limit of indemnity up to £10,000,000 for any one event.

Illness and Covid-19

1. If you are feeling unwell or have experienced any diarrhoea or vomiting, please wait 48 hours since the last bout before attending a class or 1:1 session.
2. If you have recently tested positive for Covid 19 then please do not attend any class or 1:1 session, unless subsequent tests have shown negative. This is for your own health and safety and that of other class participants.
3. You are no longer required by law to wear a face mask and Lucy Hartin is no longer required by law to wear a face mask whilst teaching. However, should you feel more comfortable with both parties wearing a face mask, particularly during closer contact 1:1 sessions, then please request this.
4. Where possible Lucy Hartin shall ventilate the studio and teaching space.
5. Lucy Hartin will maintain good hygiene measures and ensure that all equipment has been sanitised prior to use. You will be required to sanitise equipment you have used at the end of each class (sanitiser and wipes will be provided).
Hand washing or sanitising before and after class or 1:1 session is advised to maintain good hygiene levels and minimise risk of spreading the virus.

Complaints

If you are unhappy with any product or service which Lucy Hartin has provided, then in the first instance please inform her by phone where she will do her best to resolve the issue. If you are still not satisfied, then please put your complaint in writing via email to lucy@lucyhartinpilates.com and she will respond formally within 14 working days.

Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with English law and the parties hereby agree to submit to the exclusive jurisdiction of the English courts.

I acknowledge that I have read this document in its entirety, and I understand and agree to all the above. I acknowledge that I have had the opportunity to ask questions and receive answers.