

## **Terms and Conditions**

Please read our booking terms and conditions carefully before making your booking as they may change from time to time.

Please remember that by proceeding to make a booking with us using our online booking system you are confirming that you have read the terms and agree to be bound by them.

## ***Disclosure***

Before your first session with Soo Pilates we will ask you for your medical and physical history, alongside any current information that may affect your health and ability in anyway.

Please note however minor we will need to know the full details so we can offer the appropriate advice and exercise/treatment programme for your needs.

Without this information we will unfortunately be unable to allow you to attend classes/treatments or hold any liability for injury occurred related to the undisclosed medical and physical information.

## ***Us***

All teachers and therapists at Soo Pilates are comprehensively qualified and insured with recognised professional organisations. Clients undertaking any treatments, therapies, classes or courses offered by Soo Pilates do so at their own risk and are contracting with the individual practitioners or teachers concerned and not Soo Pilates.

## ***Your Responsibility***

We would ask that you notify the teacher at the start of each session/treatment should there be any changes to your health and physical ability. At Soo Pilates we feel that it is your responsibility to look after your body, as you know it better than we do!

### ***During A Class/Treatment***

The Soo Pilates teacher/therapist will guide you through your session/treatment, however we would ask you to ensure that you understand what you are doing – if something is not clear then please do not hesitate to stop and speak to your Soo Pilates teacher/therapist.

### ***Client cancellations***

We require a minimum of 24 hours' notice to cancel appointments. Regrettably the class will be charged in full if less than 24 hours or no notice is given. Bookings can be cancelled or amended through the online booking system.

### ***Our Privacy Policy***

Soo Pilates is committed to protecting your privacy. We will therefore not rent/sell, disclose or distribute your information to any third parties.

### ***Your personal data***

Soo Pilates may ask for personal data from you in order to help us improve the services we offer. You are however, under no obligation to provide such data, other than your name, address, e-mail address, telephone number and postal address. Any further information we request is completely optional.