

## **Cancellation Policy**

Please note we require at least 12 hours notice for all cancellations and re-schedules otherwise the single session fee is payable or if you are on a course, one class will be automatically deducted. We do accept answer phone messages and emails to cancel sessions if you would like to cancel out of studio hours. If UTS Bath cancels your session within 12 hours for any reason, you will receive a single session refund (if pre paid) and a rescheduled session for free.

## **Liability Waiver**

Explanation of a UTS training session The session will consist of activities that are designed to gradually improve the efficiency with which the body functions, although no guarantee of improvement can be made. Exercise levels will be progressive and will be regulated by the trainer. During the session, and for a period after, you may experience local muscular soreness and slight fatigue, these minor discomforts should disappear within 48 hours. Risks and discomforts of training sessions The reaction of the body to such activities cannot always be predicted. There exists the risk of certain changes occurring during or following exercise, these include abnormalities of blood pressure, heart rate or in rare instances, cardiac complications. Should you feel unwell or unsure please let the trainer know immediately. Every effort will be made to avoid any adverse reaction. Your trainer is qualified in emergency resuscitation (CPR), is aware of the emergency procedures and will minimise the risk of unexpected events, should they occur. A doctor will not be present during these sessions.

## **Terms & Conditions**

- UTS Bath prices are subject to change.
- Sessions and courses have varied valid for dates from purchase.  
**SO PLEASE CHECK** The expiry date can be extended at a charge of £10 per month for each month they are extended.
- • Sessions are non-refundable and non transferable.
- If you cannot continue a course for a permanent medical reason, we will require a letter from your Doctor and your course will be refunded minus the sessions you have already completed which will be charged at the full single session fee including any free sessions

given. In cases of pregnancy, the sessions will be extended to 18 months from the date of purchase.

- All clients are subject to a consent form and are required to tell the instructor of any injuries prior to the class starting. UTS Bath accept no responsibility for any client who does not follow the instructed class or has not disclosed medical conditions or recent injuries.
- UTS Bath reserves the right to refuse admission/membership.

## **Refund Policy**

Payment for all sessions must be made in accordance with the relevant Membership Option and prior to any sessions booked. Cancellations within 12 hours of the session date will not be refunded

Cancellations made before 12 hours can be transferred to another day/session within the same week. The session cannot be transferred to another week or month.

Privacy Policy

PRIVACY STATEMENT

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## **SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?**

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing With your permission, we may send you emails about our store, new products and other updates.

## **SECTION 2 - CONSENT**

How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

### **How do I withdraw my consent?**

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at [utsbath@gmail.com](mailto:utsbath@gmail.com) or mailing us at:

Urban Training Systems LTD 8 broadway court,, Bath, BAS, BA2 4HX, United Kingdom

## **SECTION 3 - DISCLOSURE**

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

## **SECTION 4 - MindBody**

Our store is hosted on MindBody Inc. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

Your data is stored through MindBody data storage, databases and the general Mindbody application. They store your data on a secure server behind a firewall.

## **Payment:**

If you choose a direct payment gateway to complete your purchase, then MindBody stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

For more insight, you may also want to read Mindbody Terms of Service [here](#) or Privacy Statement [visit there website](#).

## **SECTION 5 - THIRD-PARTY SERVICES**

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your

information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

## **SECTION 6 - SECURITY**

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

## **SECTION 7 - AGE OF CONSENT**

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

## **SECTION 8 - CHANGES TO THIS PRIVACY POLICY**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

## **QUESTIONS AND CONTACT INFORMATION**

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at [utsbath@gmail.com](mailto:utsbath@gmail.com) or by mail at Urban Training Systems LTD

[Re: Privacy Compliance ]

[8 broadway court,, Bath, BAS, BA2 4HX, United Kingdom]