

## Terms + Conditions – Adult Clients + Classes

### *General*

Please advise us before commencing any session if, for any reason, your health or your ability to exercise changes.

It is inadvisable to do certain exercises between weeks 8 to 14 of pregnancy, unless by special arrangement with your teacher. It is also wise to wait 6 weeks after the birth before resuming exercise.

All the exercises in our classes are very safe, but, as with all forms of physical exercise, it is prudent to consult your doctor before starting sessions. Certain classes (TRX + HIP Pilates) are more intense than others so please consult with the studio if you are unsure of suitability.

Our classes are not a substitute for medical counselling or treatment. If you have any doubts about the suitability of the exercises, you should refer back to your medical practitioner. The teacher can accept no liability for personal injury related to participation in a session if:

1. your doctor has, on health grounds, advised you against such exercise
2. you fail to observe instructions on safety or technique
3. such injury is caused by the negligence of another participant in the class/studio

Exercise should be performed at a pace that feels comfortable for you. Pain is the body's warning system and should not be ignored. Please inform the teacher immediately if you feel any discomfort during a session. Please also inform the teacher if you felt any discomfort after a previous session.

Please understand that all classes are likely to involve hands-on correction.

### *Photography + Social Media*

During classes teachers will sometimes photograph or video clients for promotional purposes or to aid memory of exercises and choreography. Please let us know if you would prefer not be featured on the CS website and/or social media outlets.

### *Cancellation*

Individual adult classes, (both single and within passes) can be cancelled and rebooked, within the time period the classes are valid for. Cancellation of

classes in this way must be made 24 hours prior to the start of the class or the class will be lost. Failure to cancel at all will result in your being charged the full drop in rate for the class.

Cancellation can be made either online by you or by telephoning the studio.

Leaving a voicemail message or emailing the studio does not guarantee an early/late cancellation and may result in a 'no show' meaning you are charged the full drop in amount for the class.

Cancellations made by CS will be credited to clients' accounts in the form of an extended time period in which to use classes or with class credits.

### *Payment*

Payment for all classes must be received prior to the scheduled session to ensure your space.

If you have not already paid for the session, your account/card will be charged for the full amount of the session.

If no card/account information is present, no further sessions will be conducted until the outstanding payment is received.

Once purchased, adult + children's classes, (both single and passes/terms) will not be refunded. However exceptional circumstances will be taken into consideration at the discretion of CS.

Cancellations made by CS will be credited to clients' accounts in the form of an extended time period in which to use classes or with class credits.

### *Uniform + Merchandise*

Any items ordered without having been tried on at the front desk first will not be eligible for return or refund.

Those that have been tried on, and are found to be defective or damaged may be returned within 14 days for exchange only.

Returns are valid only for items where the packaging and contents have not been used or damaged. For this reason CS recommends all new shoes should be tried on first on top of a protective floor covering and dancewear is tried on over underwear.

Refunds are only available when an equivalent replacement is unavailable and the customer does not wish to exchange for another product.