



## **Feel Good, Move Better 4 Week Block Terms and Conditions**

These are purchased via my Bookwhen booking system on a “course” basis.

At the time you purchase the course, you’ll be sent a confirmation of the dates of each class; and subsequently every week you’ll receive a reminder for that week’s class from the booking system.

### **Cancellations**

Cancellations are allowed as follows:

- You’ll receive a full refund if the cancellation request is received more than seventy-two hours before the block of classes commences.
- You’ll receive a 50% refund if the cancellation request is received less than 72 hours, but more than 48 hours before the block of classes commences.
- Cancellations received less than 48 hours before the block of classes commences, will not be eligible to receive a refund.
- Any classes not used live during the block are lost.
- No refunds or carry forwards are possible.

### **Your health and wellbeing:**

I take your wellbeing seriously, and it’s one of my requirements (and a requirement of my insurance company) that you complete a Physical Activity Readiness Questionnaire (PAR-Q) before your first class with us. This enables us to deliver a safe and effective class to you.

Subsequently, I’ll ask you to complete a fresh form at the start of each calendar year for as long as you remain an active client.

Again, it’s essential that you complete this form.

Without your completed form, I’m unable to allow you to attend class since this invalidates my insurance.

If there’s any change to your health at any point, please contact me at [jane@japilates.co.uk](mailto:jane@japilates.co.uk).

I may ask you to complete a new form at that time, or to provide confirmation from your doctor/specialist that you’re cleared to exercise.

Please see the section below regarding Your Data and GDPR for more information about how I store and keep your data.

### **Class Schedule:**

Classes will run on a four-weekly block on Zoom.

You’ll receive a reminder of the Zoom login every week, before class, from my booking system.

If you’ve enjoyed your classes and have found that they’ve helped you, I’ll offer you the opportunity to continue attending classes with me and will share details of how you can do that, at that time



## Your Data and GDPR

I only use and share your information where it's essential for JA Pilates to provide services. This includes sharing enough of the information from your PAR-Q with the other instructors on my team to enable them to deliver a safe and effective class.

My insurer requires me to hold a copy of all PAR-Q forms for seven years. This is stored securely on Google Docs which complies with GDPR.

At the end of seven years, these forms are deleted.

When you book for the first time and subsequently, your email address is taken so that we can easily communicate about the booking of your classes.

This information is stored by my booking administrator, Bookwhen, on my behalf. Bookwhen also complies with GDPR. I regularly audit the data held on Bookwhen and remove the data of non-current clients.

I also store your name and email address on my mail delivery system, Mailerlite, so I can continue to advise you about changes to classes etc.

You're free to unsubscribe at any time.

If you no longer wish to attend classes, you'll remain on my mailing list and will continue to receive communications from me until you choose to unsubscribe.

At the time that you unsubscribe, your personal data will be archived, and you won't be contacted again. If you wish to re-subscribe to the email list at any time, you can do so via my website [www.japilates.co.uk](http://www.japilates.co.uk)

You can also refer to my [Privacy Policy](#) for further information about how I store and use your data.