



Re: Pilates Ethics, Terms & Conditions

Thank you for joining Diamond Press Pilates; this form just lists a few simple dos and don'ts rules which applies to all classes in order to create a nicer environment for everyone and to demonstrate an understanding of the bookings, payments and cancellation procedures from both the client's and instructor's standpoints including the new GDPR regulations which can also be found on the Enrolment Form.

1. Bookings

Please download and complete the Medical Enrolment Form and then return to me either via email or post (29 Whitby Close, Farnborough, Hants, GU14 6TR) along with details of what class you would like to join. Once I receive the medical form, I will contact you directly to introduce myself and to sort out any First-Class Workshops, interviews, postural analysis requests and any questions you may have after which payment will become due based on the instructions outlined in "3. Payments". Alternatively contact me directly at WWW.diamondpresspilates.com / 0778 6634 647.

2. Missed Classes

I know that sometimes life occurrences or unavoidable illness may mean that you're unable to attend therefore, it would be really helpful if you can let me know if you're not going to make a class ideally 24 hours before so that it allows me an opportunity to offer your space out to any individuals wishing to make up for a missed class. I will offer you an alternative space in another class during the current term, but this is subject to availability. Once places are filled, I am sorry, but any missed classes will then become forfeit; refunds cannot be accepted.

3. Payments

- **Community Clients:**

Classes usually consist of 6-week blocks, usually corresponding with the school term, sometimes the school term is 7 or 8 weeks in which case I will notify you and the fees adjust accordingly. All payments are to be paid in full by the first day of term (thank you in advance).

- **New & Returning Clients**

A fundamental "Workshop Course" will be offered to teach or reacquaint you with the basics after-which you can proceed into either mainline Community or Private classes. Payments are to be paid in full on the first day of the term (thank you in advance)

- **Private & Private Group Clients**

I do in this instance ask that if you are a private group member (2+ individuals) to honour the termination process procedure (see 4) to allow for your replacement in order to respect the other paying members of the group.

Just as a reminder depending on class size ratios 1:1 through to 1:5, there are different flat rate charges, and these are distributed equally amongst your group. Payments are to be paid in full on the first day of the term (thank you in advance)

Continued





- **Corporate Clients**

I charge a flat rate for either a 45-minute or 60-minute class which can accommodate up to 12 employees thus allowing them a Pilates experience at a discounted rate. Payments are to be made on the first day of the course (thank you in advance).

4. Termination of Classes

If you wish to leave, I will be sad to see you go however out of respect please provide 6 weeks' notice at the start of your last intended term. I ask this as courtesy to allow me time to find a replacement and also out of respect to your fellow colleagues should you be part of a private member's set-price group as fees are being equally distributed (thank you for understanding).

5. Mindful of Other Class Members

Please respect your participating neighbours during class and refrain from bad language; if there are any problems or any disgruntlements please come and see me after class, and I will try to resolve. Thank you.

6. Diamond Press Pilates Studio Parking

If my drive is empty, you are welcome to park there. Please do not block the entranceway to the cul-de-sac at the side of my house as the neighbour there gets rather upset. Thank you.

7. GDPR

The new General Data Protection Regulation (GDPR) came into effect in May 2018. It stipulates that all businesses must seek consent from their customers to keep in touch and hold their data. As a current or recent client, I would really like to carry on sending you regular emails with information on my Pilates classes and sessions, but I can only now do this with your consent. Upon joining you will find the GDPR consent has been incorporated into the Enrolment Form and you will have an opportunity to choose your GDPR options upon completion of this form. Please rest assured that I have never, and will never, pass your details on to third parties and will only contact you in direct relation to Pilates offerings. I only use the information supplied in your Enrolment Form for teaching purposes. You can opt out of receiving emails or other communication from me at any time by emailing me. I will then remove you from my mailing list.

8. Cookies

As far as I am aware my website does not use Cookies





Client / Instructor Agreement Re: Pilates Ethics, Terms & Conditions

This is an Agreement made between the Client named below and Lois Heighington (Pilates Instructor) that the client has read and understands the ethics, terms and conditions associated with participating in Diamond Press Pilates classes.

Signed

Date

Print Name

Instructor

Date

