

Terms and Conditions

Please carefully read and consider the agreement outlined in the terms and conditions below.

If you have any questions please do not hesitate to contact me: Emma Jones.

This agreement commences once members have completed the Registration Form. If you do not agree with these terms and conditions, please refrain from attending Movement with Em's classes/sessions.

1. Appropriate Conduct

- 1.1. Members must listen to the instructor to avoid any health and safety risks, as well as ensuring a safe and positive experience throughout the class/session.
- 1.2. Members must abide by these terms and conditions or there may be a change of, or in serious cases, a termination of membership.

2. Company Rules and Policies

- 2.1. Members must arrive promptly to all classes/sessions.
- 2.2. Appropriate physical contact between clients and instructor may take place to adjust body positions to correct alignment, encourage refinements and assist movement.
- 2.3. Any damage to Movement with Em's reformer will result in a replacement or payment for a replacement.

3. Membership

- 3.1. Members have their set weekly class(es).
- 3.2. Members are offered an invitation to join the Movement with Em group chats to create easy and simple communication between staff and clients, as well as creating a family and community. If this is an issue, clients must contact me, Emma Jones.

4. Bookings Policy

- 4.1. Members will automatically be booked onto their regular/set class/session and therefore will only need to opt-out (cancel) when/if needed.
- 4.2. If members have to cancel a class/session, they will be given access to a catch-up class. **Hopefully starting in September 2025.**
- 4.3. This is where they can go to any class of their choice within 2 months after the cancelled class. These catch-up classes (not including 1-1 reformer sessions) must be booked in advanced through the online booking system or via email, however the regular clients of this class / session will have priority and therefore members must only book onto to a class for a catch-up when there is availability to do so. **Hopefully starting in September 2025.**
- 4.4. 1-1 reformer sessions are not included in the membership and therefore need to be booked separately.

5. Cancellations Policy

- 5.1. One months written notice must be given before cancelling a membership, if this is not given, the monthly fee will still apply.
- 5.2. If a member wants/needs to cancel a class, they must cancel within the 24 hour cancellation period where they will avoid penalties and be given access to a catch-up class (not including 1-1 reformer session).
- 5.3. If an instructor cancels a class/session due to any circumstances, they will make it up at a later date of their choosing, however if this cannot happen, refunds will be made accordingly.
- 5.4. If a member wants/needs to cancel a 1-1 reformer session, they must cancel within the 24 hour cancellation period. If this is not given, charges will still apply and the client is still responsible for the cost of the session.

6. Pricing and Payment

- 6.1. A tiered direct debit is in place with discounts to allow cheaper prices for members participating in multiple classes (not including 1-1 reformer sessions).
- 6.2. Payment can be made via cash or direct debit. Direct Debit payments must be paid on the

- first of each month and cash payments must be paid within the first week of the month.
- 6.3. Movement with Em reserves the right to update, amend or modify the pricing of any or all of the memberships. We will give a terms notice before this happens.
 - 6.4. Pay as you go option can be discussed for particular and specific circumstances.
 - 6.5. 1-1 reformer sessions are not included in the membership system. Payment for these sessions must be paid at least 24 hours in advance. If payment has not been received or is consistently late, future session will be refused and access to 1-1 reformer sessions might be frozen or denied.

7. Class Availability and Changes

- 7.1. Class availability may vary based on schedule, demand and other members' cancellations.
- 7.2. Movement with Em reserves the right to update, amend or modify classes including style, day, time, location, formats. Updates will be shared across social media platforms as well as other updates and notices and it is members responsibility to become aware of them.

8. Health and Safety and Liability

- 8.1. Members must complete the Pre-exercise Activity Readiness Questionnaire (PAR-Q) before participating in their first class or session and will need to be updated each year or when a client deems suitable if any answers have changed.
- 8.2. Members must sign the Liability Waiver (a legal document of which a person who participates in an activity must sign to acknowledge the risks that might be involved in their participation) to show acceptance of risks and health and safety hazards.
- 8.3. I, Emma Jones completes Risk Assessments for every studio/hall/venue as well as activity/exercise style.
- 8.4. I, Emma Jones is First Aid trained and this will be kept up to date every 3 years as stated on the certificate.

9. Privacy and Data Protection

- 9.1. Photos and videos may be taken and put on social media or on my website as part of marketing materials, social media posts, website content for promotions and advertising purposes. This will not happen without prior written consent from members which can be found in the Registration Form.
- 9.2. Personal details will be held securely and will be destroyed 3 years after membership is terminated.

10. Intellectual Property (Copyright)

- 10.1. Due to copyright laws, all property including but not limited to logos, branding, social media content, class content and class material, is the property of Movement with Em and must not be used or reproduced without prior written content by me, Emma Jones.

11. Contact Information

- 11.1. Members are permitted to contact me, Emma Jones, via email, text message, phone call, (business) social media messaging services.
- 11.2. All members agree to receive contact from Movement with Em instructors via email, text message, phone call, (business) social media messaging services.

12. Amendments to Terms

- 12.1. Movement with Em reserves the right to update, amend or modify these terms and conditions, along with other forms of documentation. Updates will be shared across social media platforms and (future) website, as well as other updates and notices and it is members responsibility to become aware of them/review them.

Last reviewed and/or updated: March 2025