



LST Pilates

Terms & Conditions

By booking a class or private session with LST Pilates either through online booking or by BACS, cheque or cash, you are agreeing to the terms and conditions as set out below.

We want you to enjoy and benefit from your Pilates classes. The terms and conditions below are set out to help you do this and to safe-guard our classes.

By booking classes you will receive from us:

- Expert, experienced teaching from fully qualified and insured Pilates teachers.
- Limited class sizes
- The benefit of our courtesy make up class facility.

Payments, Cancellations & Refunds

Bookings made are final, no refunds or exchanges can be given, so please be sure of your purchase.

Your Matclass or private session is not confirmed until we have received payment from you. If you choose to pay by cheque or cash, your place is only secure once we have received it and notified you of receipt.

All termly and six or seven-week blocks of Matclasses, once booked, are non-refundable, non-changeable and not transferable to another person.

Private sessions, be they one-off or a block, once purchased, are non-refundable, non-changeable and not transferable to another person.

The Summer and other Ad Hoc Matclasses Cancellation Policy

Please cancel your class at least 24 hours before the start of class. Cancellations 24 hours or less from the class start time and no shows are charged for. We are sorry, they cannot be swapped for another class or made up.

If you would like to cancel or modify a reservation or appointment, please email or text LST Pilates.

leone@lstpilates.co.uk or 07470 950869

Private Appointment Cancellation Policy

Appointments made are not transferable to another person. You can cancel all types of private appointments up to 24 hours before the appointment and not be charged. After 24 hours, you will be charged for the session. Please use all your blocks of private appointments within six months (180 days) of their purchase date, when any left over expire.

Equipment

We supply all the equipment you need, including mats and cushions.

Liability Release

- I understand that my teacher is a qualified and insured Pilates matclass or studio teacher.
- I understand that LST Pilates is in no way responsible for the safekeeping of my personal belongings while I attend class.
- I will tell the teacher of anything painful / unusual I experience in the class and between classes.
- I will stop doing the exercise if I or s/he thinks I need to, or follow the alternatives my teacher gives me.
- I understand my teacher may offer me professional advice relating to my ability to exercise and s/he may consider it unprofessional to continue to teach me if I do not wish to follow that advice.
- I will keep my teacher updated on any changes in my medical condition.
- I understand that all exercise carries a risk and I voluntarily participate in LST Pilates classes with full knowledge that there is risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against LST Pilates or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.
- If you are struggling with anything in your class, have any problems or concerns, do please let us know as soon as you can, and we will do our best to help.
- We reserve the right to change the advertised teacher if the teacher is unavailable due to illness or unforeseen circumstances. No money will be refunded if the class teacher changes.
- If there are not enough people booked into the class to run it for the term, we reserve the right to cancel the class. A full refund will be given to you.

Absence and our Courtesy Make-up Class Policy

- If you are going to be absent from your matclass, please let us know asap, or we will wonder what has happened to you. If you do not notify us of absence, you will be unable to take advantage of a Make up Class.
- We run a courtesy 'make up class' policy for our termly-booked classes, which means that if you are ill, kept at work, or on holiday and miss one of your classes, you can come along to a class of a similar level and make that class up. You can even 'make up' a class in advance of you being absent!
- You can 'make-up' classes in any of our 'standard' classes at the level appropriate for you.
- To make use of the courtesy make-up policy, let us know in advance in which class you want to make up.

This is a courtesy arrangement and we are one of the few organisations that offer such a facility. We ask you only to make use of it if you really need to miss a class.

You can only 'carry over' classes you missed in one term, once, into the next term of classes. The policy only applies to the term of classes you miss a class in. Thank you for your understanding and using the facility within these conditions.

Lost Property

We make all our venues as safe as we can, but your belongings are left in the venues at your own risk. We cannot be held responsible for anything lost or stolen.

If you think you have left something in any of the venues, do let us know and we will endeavor to find it for you.

Thank you for agreeing to our terms and conditions