

STUDIO INFORMATION, TERMS AND CONDITIONS

(INCLUDING CANCELLATION AND COVID-19 POLICY)

Please be aware the covid guidelines are subject to change with government updates. Any changes to studio practice will be displayed and clients should contact the studio about any concerns.

Clients should be reassured that the strict hygiene and studio cleaning procedures are in place to safeguard clients.

Before each session

It is your responsibility to inform your instructor of any new injuries/issues not listed on your health form; we will be able to find variations of movement that are suitable for your body.

Both private Pilates and Rossiter Stretching sessions rely on communication between client and coach/instructor therefore if anything is different or if you feel uncomfortable with anything during the session, feel unwell or in pain it is your responsibility to alert the Instructor/Coach as soon as possible.

Appointments and Fees

Missed / Late Cancelled Appointments

Please give **at least 12 hours notice** to cancel or reschedule an appointment, appointments missed or rescheduled without 12 hours notice will incur the full fee which you must pay prior to your next scheduled appointment.

If you are late for an appointment your session may be less than X minutes in duration or may have to be rescheduled to allow for a complete treatment. Please note you will need to pay the full amount in these circumstances.

Fees, Packages and Vouchers

The standard fees:

50 minute private Pilates session £42

Neural Reset Therapy (NRT) Half body reset £50

Whole body reset £80

Rossiter Stretching (RST) New Client or New Area/Issue £50

Existing Client Top Up £30

Sessions are to be paid in FULL at least 24hrs prior to the appointment.

Pay As You Go Pilates, NRT and RST

You, the client, can reschedule or cancel for a full refund up to 12 hrs before the appointment. Cancellations within 12hrs of the appointment will incur a fee that may be up to 100% of the appointment cost.

In the event of any cancellations by the instructor the client will be offered a rescheduled appointment or a full refund.

Packages

Packages of 10 private Pilates sessions are available for £390, these are to be paid in full before starting the package. Payment can be made by cash, card or BACS.

You, the client, can reschedule up to 12 hrs before the appointment with no loss of session. Cancellations within 12hrs of the appointment may result in the loss of a session from your package.

In the event of any cancellations by the instructor the client will be offered a rescheduled appointment.

All packs of 10 sessions are valid for 1 year from purchase.

Any unused sessions will be lost with no extension unless the business has had to close for period of longer than 1 month, in which case the expiry date will be extended by the length of time business is closed (for example 2 month closure would mean a package expiring 5th February would expire 5th April).

No refunds are given on packages unless the business ceases trading or on the advice of a doctor (a doctor letter MUST be provided). If any refund is issued sessions will be deducted at full Pay As You Go value, not the discounted package value, and an admin fee will be incurred.

All gift vouchers or prize vouchers are valid for 6 months from the date of issue.

Covid 19, Illness & Hygiene

Client Illness

Clients must not attend if

- They, or someone they live with, is testing positive for COVID-19. Please only return to sessions once you and those living with you are testing negative.
- They are suffering with any infectious illnesses such as D&V, norovirus etc. Please wait at least 48hrs after the last incidence of vomiting before returning to the studio

General Client Responsibilities

- Please bring your own water bottle (if desired)
- Please wear clean socks (no bare feet or trainers on the equipment)
- Please arrive changed and ready for the session
- Please wear clothing you are comfortable and covered moving into a range of positions in, with a minimum of zips or sharp edges that can damage the equipment or cause discomfort.
- Please ensure you have any medications you may require e.g. inhaler or insulin
- If you have had any change in your medical history it is your responsibility to inform the instructor prior to the session commencing.

Instructor & Studio Hygiene Procedures:

Instructor Illness

- If I, or any member of my household, tests positive for COVID-19 sessions will be rearranged to allow for an isolation period and subsequent negative test
- If I, or any member of my household, develops any infectious illness (e.g. norovirus) sessions will be rearranged to allow for the standard isolation period (48hrs after last vomiting incidence)

Studio Hygiene

- All equipment and surfaces will be cleaned between clients
- The room will be ventilated between clients and during the session (this may make the room cooler, please let us know if this is a problem and we can increase heating)
- A face mask may be worn by the instructor/coach. If the wearing of a mask causes communication difficulties you can ask for it to be removed, this will be your choice. You have the right to ask the instructor/coach to wear one at any stage, please do not feel awkward about this, I have no issue wearing one.
- Coach will change socks between every Rossiter client
- Equipment Pilates NRT and RST sessions will be conducted on a 1:1 basis only, no additional visitors are allowed to attend/accompany you.
- Where possible fabric surfaces have been replaced or covered with vinyl, if this causes any problems, such as dermatitis, please let us know.
- Hand gel will be provided.

Confidentiality and Privacy

Your treatment with us is confidential and private. This means we will not disclose the information you provide to us to Third Parties unless you consent for us to do so.

Health Record Management

We will create and keep records for you which will record all relevant information relating to the sessions provided to you. Your health records are managed and protected in accordance with all applicable local laws. Health records are legally required to be stored for a number of years following the conclusion of your treatment with us.

Nature of Rossiter Stretching Services

Please be aware that Rossiter treatment involves the application of weight from the Coach via their feet or arms and accept that the Coach will have to apply this weight in order to do the treatment. However it is the client that dictates the extent of the weight and the application of this weight is under their control at all times.

It is important not to exceed the limits of any activity that you are accustomed to for 48 hours post the session, nor start any new physical activities in this time frame.

Limitation to Services

The Instructor/Coach does not diagnose or treat any medical condition, illness or disease, nor do they perform spinal manipulations, physical therapy or massage. It is understood that neither Rossiter Stretching nor Pilates is a substitute or alternative to a medical examination, treatment or medical advice.

These policies are made with the best of intentions, keeping all my clients as protected as possible, in the fairest way for all.

If any government guidelines change requirements may vary.

Many Thanks

Fascial Soul

