

# TWOga Fit Terms & Conditions

## Health and safety

- You must be over the age of 16 to book onto TWOga Fit classes, unless otherwise agreed.
- At the start of your first TWOga Fit class, you will be required to fill in a brief medical questionnaire and sign it to say you are fit and well to take part in the class. During the class, it is your responsibility to inform your instructor(s) of any changes to your health. If you are in any doubt about your health you should consult your doctor.
- Remember Your health is your own responsibility

## Bookings

- Full payment prior to the start of the term is necessary to secure your place.
- All bookings are only confirmed when full payment has been made. This can be online or in person with cash. Sorry we do not take cheques. All bookings are non-transferable and non-refundable.
- All fees and charges are subject to periodic increases and we reserve the right to change the costs of our services at any point.
- TWOga Fit reserves the right to select participants based on the limited spaces available and the outcome of completion of the health questionnaire and consent form.

## Refunds

- Under no circumstances do we offer refunds. NB: If you arrive late for a class you may not be allowed in and the class will be forfeited (so please don't be late).

## Missed classes

- We are sorry but missed classes are not refundable.

## Cancellation by us

- We reserve the right to cancel any TWOga Fit class, if an instructor is unable to attend a session due to unavoidable circumstances.
- No refund of the fees will be given in these circumstances, but the fee will be reimbursed from your next terms bill. TWOga Fit is not liable in any other way for any expenses (including but not limited to travel and accommodation), costs, losses (including but not limited to loss of earnings) or other charges that you may incur as a result of such change or cancellation.

## Data Collection

- TWOga Fit may collect certain personal information from you including personal details, financial details and details about your health. We will use this information for purposes including managing your membership and contacting you. You will always be given the opportunity to opt out of such communications by getting in touch with us.
- All information given will be shared between Caroline Miller and Caroline Kerslake. The sharing of your personal data between both professionals is necessary to ensure that any health conditions and/or injuries is known and will assist us in teaching you safely.
- No personal data will be shared with third parties. All information is stored in line with current UK legislation.
- We will limit the access to the processing of personal information to both Caroline Miller and Caroline Kerslake who may, from time to time, inform you of any news and information regarding TWOga Fit and their independent businesses.

### **Our commitment to you**

- We will make every reasonable effort to make sure that our exercise facilities are in a safe condition for you to use.
- We will take all reasonable steps to make sure all our staff are qualified to the fitness industry standards set out by the register of exercise professionals.
- We will respect your own personal decisions. You do not have any obligation to follow what our instructors advise you to do. We will however ask you not to exercise beyond what we think are your own abilities.

### **Your commitment to us**

- You should always exercise in a safe way. You should exercise to your own abilities. If you are concerned or know that you may have a medical condition that may affect your training before attend a TWOga Fit session you should seek medical advice prior to starting an exercise programme or session.
- If you feel ill you should let us know immediately. TWOga Fit instructors are not doctors but are first aid qualified.
- If you have a disability you must follow any reasonable instruction to allow you to train in a safe environment.
- You should make yourself aware of any rules or instructions within the facility. There are risks when exercising. You should not undertake any exercises that you have been told are not suitable for you.

### **Behaviour in class**

- We respectfully ask that you do not take photos during classes unless it has been authorised by the instructor and other people in the class. Also we request that you should dress appropriately for fitness and Yoga settings - trainers, shorts, leggings, vest or T shirts, and treat other people in the class with respect.

TWOga Fit reserves the right to amend these terms and conditions at any time and without notice.