

# TERMS & CONDITIONS

## GENERAL TERMS AND CONDITIONS

### RETURNS AND CANCELLATIONS POLICY

The cancellation / refund policy below applies to all purchases made at CAT&COW STUDIO. By placing an order with us or making a purchase you agree to accept the following cancellation / refund policy. If you do not agree to the policy below then you should not make a purchase with CAT&COW STUDIO.

### ORDER CANCELLATION / REFUND POLICY

You may cancel your order for up to 1 hour after the transaction. If you cancel within this period, any payments made by you will be refunded within 30 days. Please note an admin fee of £5 will be charged for all returns. If you do not cancel within 1 hour, we will confirm your order. Once confirmed, an order is non-refundable. It may be transferable to another product within the same term at the discretion of Cat&Cow Studio, subject to availability and suitability, but a transfer is not guaranteed. Order cancellations must be made by email to [info@catandcowstudio.co.uk](mailto:info@catandcowstudio.co.uk).

### CLASS CANCELLATION / ACCOUNT CREDIT RETURN POLICY

Classes can only be booked using account credits or via one of the Membership options. Once a class is booked, a credit is deducted from your account. Classes may be cancelled at least **24 hours before the start of the class** via the app by phone 01772 813639 or by email [catandcowstudio@gmail.com](mailto:catandcowstudio@gmail.com)/[info@catandcowstudio.co.uk](mailto:info@catandcowstudio.co.uk). Account credits will only be returned to your account for cancellations within policy. In the event CAT&COW STUDIO needs to cancel a class, we will attempt to contact all clients via email & text message who booked prior to cancellation and will return any credits to clients who booked prior to cancellation. Clients and/or members must ensure that they update their account with the correct contact information.

### TEACHER SUBSTITUTION

Teachers may be substituted for another suitably qualified teacher at the discretion of CAT&COW STUDIO. As we are still providing a class with the same content and quality, refunds will not be granted in the event of Teacher Substitution.

## **OUR COMMITMENT POLICY**

CAT&COW STUDIO commits to holding at least 30 classes per calendar month. Extensions will only be granted to clients on Membership packages only where classes are not held for more than 3 days consecutively (does not apply to Drop In Classes or Pay as you go Passes). CAT&COW STUDIO reserves the right to review and change these Terms & Conditions at any time. We will give you 7 days written notice of any changes.

# **LIABILITY WAIVER POLICY**

The below Liability Waiver Policy must be signed/accepted by any client or member taking classes with CAT&COW STUDIO. CAT&COW STUDIO and their management reserves the right to refuse any client or member who has not signed/accepted the below waiver, prior to commencing any class or workshop held by CAT&COW STUDIO.

I am registering to participate in Pilates, Barre, Yoga, BODYBALANCE or fitness classes/workshops with CAT&COW STUDIO.

If you have a medical concern/problem or health-related question, please consult with your GP before participating. Consult your GP/physician before beginning this or any other exercise program.

The instructions and advice presented are in no way intended to be substitute for medical counselling/advice.

Not all exercises are suitable for everyone and this or any other exercise program may result in injury.

Any user of this exercise program assumes the risk of injury resulting from performing the exercises shown. The creators, producers, participants, instructors and distributors of this program disclaim any liability or loss in connection with the exercises and advice contained herein.

I, the undersigned, hereby state that I wish to participate in the Pilates, Barre, Yoga, BODYBALANCE or fitness class/course/workshop. I realise that my/our participation in these activities involves potential risk of injury, including but not limited to bodily injury, heart attack, stroke, or even death. I also recognise there are other risks associated with exercise and that it is not possible to list every one.

I know and understand the risks of exercise, understand that injuries are a possibility, and I hereby assume all risks of injury which could occur by reason of my/our participation in this Pilates, Barre, Yoga, BODYBALANCE or fitness class. I hereby state that I am in good health and are able to take part in this activity. I take full responsibility for my/our own health and well being and agree that any instructions received will be used at my/our own risk.

I have disclosed above any relevant medical information and understand that I/We are participating at my/our own risk. NO Refund will be given under any circumstance.

My signature below/on the attached waiver form also acknowledges my consent to be videotaped, audio recorded and/or photographed during the class, and grants the

instructor the sole right to own, use and modify the images and/or recordings for any and all purposes worldwide, including but not limited to advertisements, marketing, and all commercial purposes and in all forms of media, without any compensation (including royalties) in perpetuity. I waive any right to inspect or approve any images or recordings and waive any rights of ownership to the same.

By purchasing any package with us whether in person or via our app or online store you confirm you have read and accepted our terms and conditions. For full information please visit [www.catandcowstudio.co.uk](http://www.catandcowstudio.co.uk).

Liability Waiver Form Ends

# CLASS PACKAGES

## CLASS PACKAGES POLICY

Class Credits (FREE Trial, Single Drop in, Class Passes) have an expiration date that is clearly stated on the sales receipt and/or your online account details and cannot be used after this date. Please note 'expiration date' is 31 days or 8 weeks after the first use. Any unused expired credits will not be refunded. Exceptions may be made for medical reasons such as illness or injury with accompanying documentation at our discretion, in which case an admin fee of £5 will be charged. Management reserve the right to refuse to grant credit extensions.

Please note class package credits cannot be transferred, frozen or extended.

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# MEMBERSHIPS

Before signing up to a monthly membership subscription with CAT&COW STUDIO, please ensure that you have read these Terms and Conditions thoroughly. By purchasing a CAT&COW STUDIO membership subscription, you are confirming that you have read these Terms and agree to be bound by them. These Terms constitute a membership contract between you (the Client) and us (CAT&COW STUDIO). All memberships are non-transferrable.

## CONTRACT TERM

The minimum membership contract is 3 months (or as per the contract agreement). You will pay a monthly fee (as per membership option) which will debit your account automatically every month, on the 25<sup>th</sup> of each month.

## MEMBERSHIP FEES

CAT&COW STUDIO reserves the right to review and change membership fees. We will give you 30 days written notice of any changes. If your membership comes to an end and you start it again, your new membership fee will be charged at the prevailing rate at the time of the renewal. If you fall behind with your membership fees and this is not caused by a bank error, we reserve the right to suspend or cancel your membership.

## **MEMBERSHIP CLASSES**

Classes credits must be used within each month of your contract. Class credits cannot be carried over or extended.

## **MEMBERSHIP CANCELLATION**

When signing up as a CAT&COW STUDIO member, you join for a minimum term of 3 months, after which point you can cancel, upgrade or downgrade your membership at any time providing we have 1 month written notice. You must pay your full membership rate during your month's notice. The contract will automatically renew after 3 months.

Please email us at [info@catandcowstudio.co.uk](mailto:info@catandcowstudio.co.uk) should you wish to terminate your membership.

CAT&COW STUDIO reserves the right to review and change these Terms & Conditions at any time. We will give you 7 days written notice of any changes.

## **CONTACT US**

Email Us: [info@catandcowstudio.co.uk](mailto:info@catandcowstudio.co.uk)

Call Us: 01772 813639 / [www.catandcowstudio.co.uk](http://www.catandcowstudio.co.uk)