SISTERS & STUDIO LTD

TERMS AND CONDITIONS

Effective Date: 17 September 2026

By creating an account, making a booking, purchasing a class package or membership, or attending any class, session, workshop or event provided by Sisters & Studio Ltd ("Studio", "we", "us", "our"), you confirm that you have read, understood and agree to be bound by these Terms and Conditions.

These Terms form a legally binding agreement between you ("Client", "you", "your") and Sisters & Studio Ltd.

1. HEALTH AND FITNESS DECLARATION

By accepting these Terms and attending any Session, you confirm and warrant that:

- You are physically fit, healthy and medically able to participate in Pilates, Reformer Pilates and any other activities offered by the Studio.
- You are not aware of any illness, injury, medical condition or other circumstance that would make participation unsafe for you or others.
- You understand that exercise and use of Pilates equipment involves inherent risks, including the risk of personal injury.
- You accept responsibility for monitoring your own physical condition throughout any Session.
- You will inform the Studio and your instructor before participating if you are pregnant, recovering from injury, have undergone recent surgery, have any relevant medical condition, or if your health circumstances change.
- You will seek appropriate medical advice before participating if you have any concerns about your health, fitness or ability to exercise safely.

You acknowledge that participation in Sessions and use of Studio equipment is voluntary and undertaken at your own risk.

The Studio reserves the right to refuse participation where it reasonably believes attendance may present a risk to the Client, staff or other participants.

2. INTRODUCTION

These Terms apply to all classes, workshops, courses, events, private training sessions, memberships, packages and other services provided by Sisters & Studio Ltd (collectively referred to as "Sessions").

References to:

- "Studio", "we", "us" and "our" mean Sisters & Studio Ltd.
- "Client", "you" and "your" mean any person booking or attending a Session.

3. BOOKINGS

The prices of Sessions, packages and memberships will be displayed on our website and/or booking platform.

Bookings may be made:

- through an authorised third-party booking platform; or
- through any other booking method made available by the Studio.

It is your responsibility to ensure that your booking has been successfully completed and that payment has been processed correctly.

A booking is not confirmed until confirmation has been issued by the Studio or the relevant booking platform.

All bookings are subject to availability.

4. THIRD-PARTY BOOKING AND PAYMENT PROVIDERS

The Studio uses independent third-party providers to facilitate bookings, memberships, payments, account management and related services.

By using our services, you acknowledge and agree that:

- your booking, account and payment information may be processed by such providers on our behalf;
- additional terms and privacy policies of those providers may apply;
- payment card details may be securely stored by such providers for authorised future transactions;
- all payments for Sessions, packages and memberships are processed through the relevant third-party payment provider;
- the Studio does not store or hold client payment card details directly;
- the Studio does not hold client funds on site; and
- the Studio may change its booking or payment provider at any time.

The Studio shall not be responsible for interruption, delay or failure caused by third-party systems beyond its reasonable control.

5. PAYMENT

Payment must be made at the time of booking unless otherwise agreed by the Studio.

Payments will be processed through the Studio's appointed third-party payment provider.

Where authorised under these Terms, the Studio may instruct its third-party payment provider to process charges relating to:

- Session bookings;
- memberships;
- packages;
- late cancellation charges;
- no-show fees; and
- any other sums properly due under these Terms.

The Studio reserves the right to refuse entry to any Session where payment has not been received.

All prices include VAT where applicable.

6. CANCELLATIONS, LATE CANCELLATIONS AND NO-SHOWS

Group Classes

Group classes may be cancelled or rescheduled up to **24 hours** before the scheduled start time.

Where a Client cancels more than 24 hours before the scheduled start time, the Session credit used to make the booking will be returned to the Client's account and may be used to book another available Session, subject to any applicable expiry date.

Private Sessions

Private sessions may be cancelled or rescheduled up to **24 hours** before the scheduled start time.

Where a Client cancels more than 24 hours before the scheduled start time, the Session credit used to make the booking will be returned to the Client's account and may be used to book another available Session, subject to any applicable expiry date.

Late Cancellations

Any cancellation made after the applicable notice period will be treated as a late cancellation.

Where a Session is cancelled after the relevant notice period:

- the Session credit used to make the booking will be forfeited; or
- where applicable, the full Session fee will remain payable.

No refund, credit or transfer will be provided for late cancellations.

No-Shows

A Client who fails to attend a booked Session without cancelling within the applicable notice period will be treated as a no-show.

In addition:

- the Session credit used for the booking will be forfeited; and
- a no-show fee of **£5.00** may be charged to the payment card held on the Client's account.

By accepting these Terms and providing payment details, you expressly authorise Sisters & Studio Ltd and its third-party payment provider to process such charges.

Repeated late cancellations or no-shows may result in suspension or restriction of booking privileges.

7. STUDIO CANCELLATIONS

The Studio reserves the right to cancel, postpone or reschedule a Session where reasonably necessary.

Where the Studio cancels a Session, Clients will be offered either:

- a replacement booking; or
- restoration of the Session credit used.

The Studio will not be responsible for indirect or consequential losses arising from a cancelled Session, including loss of earnings, travel expenses or accommodation costs.

8. LATE ARRIVAL

For safety reasons, Clients need to arrive fifteen (15) minutes before the scheduled start time, or before the warm-up phase of the Session has been completed. Client’s arriving later than this may not be permitted to participate.

The instructor's decision shall be final.

Sessions missed due to late arrival may be treated as a no-show.

9. PACKAGES, MEMBERSHIPS AND EXPIRY

Any package, membership, class credit or promotional offer purchased from the Studio may be subject to specific validity periods as advertised at the time of purchase.

Requests for extensions due to serious illness, injury, pregnancy or other exceptional circumstances may be considered at the Studio's discretion and may require supporting evidence.

Memberships, packages and promotional offers are non-transferable unless otherwise agreed in writing by the Studio.

Class packages are non-refundable, and any unused credits will not be credited back to your account after their expiration date.

10. MEMBERSHIPS

Membership Options

The Studio may offer memberships which provide access to Sessions and other benefits as advertised from time to time.

Memberships are offered on the basis of a minimum 3-month term on a monthly rolling period, and on a 12-month commitment period, unless otherwise stated.

Members may choose one of the following payment options:

Annual Membership

- Payment for the full 12-month membership period is made in advance.
- Membership benefits will remain available for the duration of the applicable membership period, subject to these Terms.

Monthly Payment Membership

- The membership operates on a monthly rolling basis, subject to a minimum term of three (3) months from commencement, with fees paid by monthly instalments.

- Monthly payments will be collected automatically using the payment method held by the Studio's third-party payment provider.

Membership Renewal

Unless either party gives written notice to terminate before the end of the initial 12-month membership period, the membership will continue on a rolling monthly basis thereafter.

After the initial 12-month period, either the Client or the Studio may terminate the membership by giving not less than 30 days' written notice.

Either party may terminate the monthly rolling period by giving not less than 30 days' written notice.

Early Cancellation

During the initial 12-month commitment and monthly rolling period, membership may only be cancelled early in the following circumstances:

- serious illness or injury preventing participation for a period of at least three months;
- pregnancy where participation is no longer appropriate;
- permanent relocation making attendance impractical; or
- other exceptional circumstances approved by the Studio in its reasonable discretion.

The Studio may request reasonable evidence in support of any cancellation request.

Where a monthly payment membership is cancelled in accordance with this clause, no further monthly payments will become due from the approved cancellation date.

Missed Membership Payments

If any membership payment is not successfully collected, the Studio reserves the right to:

- suspend access to Sessions;
- cancel future bookings;
- recover any outstanding amounts due; and
- charge any reasonable administration costs incurred in recovering payment.

Membership Changes

The Studio reserves the right to amend membership fees, benefits and structures from time to time. Any fee increase affecting an existing Membership will be communicated in advance and will not take effect during the Member's initial fixed 12-month commitment period or until the following month on the monthly rolling period, unless required by law, taxation changes or circumstances beyond the Studio's reasonable control.

11. USE OF REFORMER EQUIPMENT

Clients acknowledge that Reformer Pilates involves the use of specialised exercise equipment.

Clients agree:

- to follow all instructions provided by instructors and Studio staff;
- to use equipment only as instructed;
- not to attempt exercises beyond their experience or physical capability;
- to notify the instructor immediately if equipment appears damaged or unsafe;
- to stop exercising if they experience pain, dizziness or unusual symptoms.

The Studio reserves the right to stop any Client participating in a Session where safety concerns arise.

12. MINORS

Client's aged 16 and 17 can attend a Session by themselves.

Clients under the age of 16 may attend Sessions only with the prior written consent of a parent or legal guardian and these Sessions shall not involve adult participants (i.e teen classes). The parent or legal guardian must accept these Terms and Conditions on behalf of the minor under 16, and confirm that the minor is physically fit and medically able to participate.

Notwithstanding the above, the Studio reserves the right to require a parent or legal guardian to remain on the premises during the Session and may refuse participation where it considers this necessary for health, safety or safeguarding reasons.

13. PERSONAL BELONGINGS

Personal belongings are brought onto Studio premises entirely at the Client's own risk.

The Studio shall not be responsible for loss, theft or damage to personal property except where caused by the Studio's negligence.

14. DRESS CODE AND STUDIO ETIQUETTE

Clients must wear suitable exercise clothing appropriate for Pilates and Reformer Pilates activities.

For health, safety and hygiene reasons, grip socks must be worn at all times during Sessions. Clients who do not wear grip socks may be refused entry to a Session without refund or credit.

Grip socks are available for purchase at the Studio, subject to availability.

Clients must:

- behave respectfully towards staff and other Clients;
- maintain appropriate personal hygiene;
- comply with Studio policies and procedures;
- follow all instructor directions and safety instructions at all times.

The Studio reserves the right to refuse entry to, or remove from a Session, any person whose behaviour is unsafe, disruptive, inappropriate or likely to adversely affect the safety, comfort or enjoyment of others.

15. HEALTH, SAFETY AND HYGIENE

The health, safety and wellbeing of Clients and staff is a priority.

Clients agree to comply with all reasonable health, safety and hygiene requirements communicated by the Studio or its instructors.

In particular:

- grip socks must be worn during all Sessions;
- food and glass containers are not permitted within studio areas;
- only water may be consumed during Sessions unless otherwise authorised by the Studio;
- equipment must only be used as instructed;
- any accident, injury, equipment defect or safety concern must be reported immediately to a member of staff.

The Studio reserves the right to refuse participation where a Client fails to comply with health, safety or hygiene requirements.

16. PHOTOGRAPHY AND CCTV

The Studio may operate CCTV for security, safety and crime prevention purposes.

The Studio may take photographs or video recordings for promotional, marketing or educational purposes. By booking a class, you agree to being filmed or photographed limited to these purposes.

We will ask whether you have any objections to being photographed or filmed at the commencement of each class, where you will have a reasonable opportunity to accept or reject this.

17. LIMITATION OF LIABILITY

Nothing in these Terms excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any liability that cannot lawfully be excluded or limited.

Subject to the above:

- participation in Sessions is at your own risk;
- the Studio shall not be liable for indirect or consequential losses;
- the Studio shall not be liable for losses arising from a Client's failure to follow instructions or disclose relevant medical information.

Nothing in these Terms excludes any statutory rights available to consumers.

Subject to the provisions above, the Studio shall only be liable for losses which are a reasonably foreseeable consequence of its breach of these Terms or negligence.

18. FORCE MAJEURE

The Studio shall not be liable for any delay, cancellation, interruption or failure to perform its obligations where such failure results from circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, government action, utility failures, industrial disputes, acts of terrorism or other unforeseen events.

19. GENERAL

The Studio reserves the right to amend these Terms from time to time.

The most current version will be made available through the Studio's website and/or booking platform.

If any provision of these Terms is found to be invalid, unlawful or unenforceable, the remaining provisions shall remain in full force and effect.

No person other than the Client and Sisters & Studio Ltd shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce these Terms.

The Studio reserves the right to refuse admission where reasonable to do so, including for health, safety, security or operational reasons.

20. GOVERNING LAW

These Terms shall be governed by and construed in accordance with the laws of England and Wales.

Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.