

STUDIO TERMS AND CONDITIONS

(INCLUDING CANCELLATION AND COVID-19 POLICY)

These 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.

Please inform me of any need to cancel at least 12hrs prior to the session, any sessions cancelled after this time may be charged the full rate.

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

Hygiene Procedure Clients:

- Please bring your own water bottle (if desired)
- Please wear clean socks
- Please arrive changed and ready for the session

Instructor & Studio Hygiene Procedures:

- 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)

- 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.
- Coach will change socks between every Rossiter client
- Equipment Pilates and Rossiter sessions will be conducted on a 1:1 or 2:1 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.

Packages and Vouchers:

- All packs of 10 sessions are valid for 1 year from purchase
- All packs of 5 sessions are valid for 6 months from purchase
- Any unused sessions will be lost with no extension unless the business has had to close for period of time 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 business ceases trading or on the advice of a doctor (doctor letter MUST be provided)
- All gift vouchers or prize vouchers are valid for 6 months from date of issue.

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