

TERMS AND CONDITIONS

The Terms and Conditions (T&C's) is a legal binding document between you (THE CLIENT) of IN- SYNC PILATES. It commences from the date of purchase of a Product/Membership or until the Product expires or the Membership is ended. It is important that you have read and understood all the terms and conditions of the Agreement before purchasing a product and agreeing to the T&C. If you have any questions, please contact us.

IN-SYNC PILATES T&C's were developed to ensure that our CLIENTS are using the facilities and our services with due regard to their rights and the rights of other users, and in conformity with IN- SYNC PILATES standard and current procedures, rules, regulations and requirements.

1. BOOKINGS

All payments and bookings must be made via the PaynPlan Online System. You will be invited to PaynPlan after your first contact with IN-SYNC PILATES.

In order to make a booking, the CLIENT must first agree to the T&C's and purchase a Membership or Package of group classes or private sessions.

CLIENTS requesting private sessions can do so via email or Whatsup. Once the time slot is booked, the CLIENT can book in and pay via PaynPlan in the same way as a group class.

2. PAYMENTS

6 Month Memberships:

The payment for the first month is paid via the PanPlan Booking system by debit card. The following on-going payments will be via direct debit from the same bank account from which the CLIENT made the first payment.

Membership can be paused 1 x in a 6 month period if client is injured or absent. To pause membership, pre-application is required 30 days ahead via email or whatsapp. An admin fee of 20 Euros applies to each Application to pause a membership.

IN-SYNC PILATES will accept the non-payment as unlawful termination of your agreement, and will pursue all costs owed. The slot will be made available for new bookings.

Payments of Packages/Single Product:

Payments of a package or a single product is done via the PaynPlan Booking system and paid via debit card.

3. CANCELLATION POLICY

Membership can be canceled after 6 months (with one month notice period). Membership will be on-going after 6 months if not canceled. Membership may be canceled by email to [info@in- syncpilates.nl](mailto:info@in-syncpilates.nl).

De-registration/cancelation of a booking via the PaynPlan App is required when you are registered into a class and not able to attend. A 18 hr cancelation Policy applies to Group Classes. The Member will be responsible for full class fee failing to cancel within 18 hrs.

Private Sessions can be re-scheduled up to 3 hrs before. Requests to re-schedule should be done in writing via email or whatsapp. No-shows will be charged in full.

If the CLIENT fails to pay any fees or charges when due, services or privileges may be suspended or terminated. You shall be responsible and liable for any fees, including attorneys' fees and collection costs, that IN-SYNC PILATES may incur in its efforts to collect any unpaid balances from the CLIENT.

4. PRIVACY POLICY

I understand that I hereby give permission to IN-SYNC PILATES, it's instructors and employees the irrevocable and unrestricted right to reproduce the photographs and video images taken of me, or members of my family, for the purpose of publication, illustration and advertising. I hereby release IN-SYNC PILATES and all it's representatives of all claims and liability relating to said images and videos.

IN-SYNC PILATES will not disclose or share any personal information on our data base of our clientele.

When you visit our website, call, send e-mails or SMS's (IM's, etc.) to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you electronically. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. We receive and store certain types of information whenever you interact with us.

5. REFUNDS

No refunds on all products. Packages or Memberships cannot be transferred.

6. GENERAL

IN-SYNC PILATES reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders at their sole discretion.

The Agenda (including class times) and prices are subject to change.

6. IMPORTANT NOTES

- a) In consideration to other clients please switch off your phone before entering the class rooms. In emergency circumstances you may keep your cell phone next to you during your class on a vibrating mode, but please take it outside the room if you need to answer it.
- b) You must arrive 5-10 minutes before the class begins to setup your space so class can begin promptly.
- c) **RUNNING LATE:** We ask that you call or sms the studio to let us know you are on the way. Late comers must not to disrupt the class in session.

- d) LEAVING EARLY: If you're planning on leaving early, we kindly request that you tell the instructor ahead of time.
- e) Any change of address and contact details must be edited in the PaynPlan Software or emailed through to IN-SYNC PILATES Management for us to update the system with your current contact details and information.

7. NOTE ON HYGIENE

a) You may participate in the classes with, anti-slip socks or normal socks, however in consideration for the hygiene of all clientele, please ensure that both your shoes and feet are clean and free of debris (mud, gum, etc.). Please make use of the area provided to store your shoes and personal belongings. Please ensure the upkeep of your personal hygiene, as these are public facilities used by multiple clients.

- b) No food and drink is allowed in the studio, other than water.
- c) If making use of IN-SYNC PILATES and common facilities (toilets, change room, etc.) please ensure that you leave these facilities in the same state that they are found.

8. REVISED TERMS AND CONDITIONS

IN-SYNC PILATES may at any time revise these T&C's by updating this document. By reading this document, you agree to be bound by any such revisions and should therefore periodically visit our website/PaynPlan Software to determine the then current T&C's to which you are bound.

By agreeing to this document you consent to the Terms and Conditions within it.