

General Terms and Conditions – Pilates Studio Ilona

Article 1 – Applicability

1. These general terms and conditions apply to all individual lessons, class passes, and memberships at Pilates Studio Ilona, as well as to any agreements arising therefrom.
2. Pilates Studio Ilona reserves the right to amend these terms and conditions at any time.
3. The provider, Pilates Studio Ilona, is hereinafter referred to as *the Studio*.
4. The other party (customer, student, participant) is hereinafter referred to as *the Customer*.

Article 2 – Responsibilities of the Studio

1. The Studio is responsible for providing high-quality and safe Pilates classes.
2. The Studio ensures that the classroom and materials are safe for use.
3. The Studio takes reasonable measures to prevent damage to or loss of the Customer's belongings. However, responsibility for personal property always remains with the Customer.
4. The Studio takes appropriate measures to protect the Customer's personal data. This data will not be shared with third parties or used for other purposes without the Customer's consent.

Article 3 – Responsibilities of the Customer

1. The Customer must follow all instructions given by the Studio and its staff.
2. The Customer must immediately report any physical and/or psychological complaints to the instructor. Participation is only permitted if the Customer's health allows it. In case of doubt, the Customer should consult a doctor or therapist before participating. The Customer is responsible for any consequences of failing to do so.
3. Changes to contact details (email address or telephone number) must be communicated to the Studio promptly by email. The Studio may assume the accuracy of the information provided.
4. By providing an email address, the Customer agrees to be added to the Studio's mailing list.
5. Smoking is strictly prohibited inside the Studio.
6. **Mobile phones must be set to silent mode and stored away during class to avoid disruption.**

Article 4 – Payment

1. Prices for trial lessons, individual lessons, class passes, and memberships are fixed and non-negotiable.
2. Payment must be made in advance. Participation is only possible after full payment has been received.
3. Fees are non-refundable.

Article 5 – Trial and Individual Lessons

1. The Studio offers one free trial lesson for mat classes. This does not apply to reformer classes, which can only be booked as individual lessons.
2. Trial and individual lessons must be paid for in advance.
3. Participation in a trial or individual lesson constitutes acceptance of these terms and conditions.

Article 6 – Class Passes

1. A class pass includes a fixed number of lessons and is valid for a predetermined period.
2. Payment is due upon purchase of the class pass.
3. Rates for class passes may be adjusted periodically. Any changes will not affect passes already purchased.
4. Class passes are valid for all regular classes offered by the Studio.
5. In the event of long-term illness, the Customer may contact the Studio to discuss extending the validity period of the class pass.

Article 7 – Cancellation by the Studio

1. The Studio reserves the right to reschedule or modify classes without prior notice.
2. The Studio reserves the right to cancel classes or activities without prior notice.

Article 8 – Cancellation by the Customer

1. If a class is canceled at least 12 hours before the scheduled start, it may be rescheduled free of charge within the validity period of the class pass or membership.
2. If a class is canceled less than 12 hours before the scheduled start, the class will be forfeited and cannot be rescheduled.

