

General Terms of Use (Studio Policies)

By booking or attending any class or session, the client confirms that they have read, understood, and agree to abide by these Terms of Use.

Participation in classes and use of the Studio's services is restricted to clients aged 18 years or older. For the safety, comfort, and fairness of all clients, the following policies apply when using the Studio's services and facilities:

1. Class Booking and Cancellation

1.1 Clients must pre-book group classes through the designated booking system or at the reception.

1.2 Personal training and duet sessions cannot be booked through the online system; they must be arranged directly with the Studio (via phone or email).

1.3 Cancellations for group classes must be made at least **12 hours** before the class start time.

1.4 Cancellations for private or duet (two-person) sessions must be made at least **24 hours** in advance.

1.5 If a cancellation is not made within these deadlines or the client does not show up for a reserved session, the class credit will be forfeited, or the session fee will be charged in full.

1.6 This policy is in place to ensure fairness to instructors and other clients who may be on waitlists.

2. Gender-Specific Class Policy

2.1 The Studio offers a gender-based class format for the comfort of its clientele.

2.2 Most classes are designated as **women-only sessions**.

2.3 One or two **mixed-gender classes** (open to all genders) are offered per week. Any mixed-gender classes will be clearly labeled as "mixed" on the class schedule. If nothing is stated, the class is women-only.

2.4 Clients are required to acknowledge, at the time of booking, whether a class is mixed-gender or women-only.

2.5 By booking a mixed session, the client understands and agrees that the class will include participants of all genders.

2.6 Women-only sessions are intended for female clients who prefer a private environment.

2.7 The Studio does not discriminate on the basis of gender; all clients are welcome to attend designated mixed sessions. Women who prefer not to participate in mixed groups have the option to attend the women-only classes.

3. Health Conditions and Pregnancy

3.1 Participation in classes is at the client's own risk. All clients must sign the Studio's Liability Waiver prior to their first session, acknowledging that the Studio is not liable for injuries, health complications, or pregnancy-related risks.

3.2 Clients are responsible for ensuring they are in suitable health to participate in Pilates exercise. If you have any doubt about a health condition, please consult a medical professional before attending class.

3.3 Clients must inform the instructor before class of any injuries, chronic conditions, or relevant health issues that might affect their ability to exercise safely.

3.4 If a client is pregnant or becomes pregnant, she must provide a written medical clearance (a doctor's note confirming it is safe to participate in Pilates classes) before attending classes.

3.5 Without the required medical clearance, a pregnant client will not be permitted to attend classes, and no refund will be issued for any sessions missed due to lack of clearance.

3.6 The Studio may offer specialized prenatal Pilates classes tailored for pregnant clients. Expectant mothers are encouraged to join these pregnancy-specific classes (when available), as they are designed with appropriate modifications and safety considerations.

3.7 The Studio reserves the right to refuse class participation to any client who appears to have a health condition that could make exercise unsafe, pending receipt of appropriate medical authorization.

4. Studio Etiquette

4.1 All clients are expected to conduct themselves respectfully in the Studio.

4.2 Mobile phones must be kept on silent mode (or turned off) during classes to avoid disruptions.

4.3 Clients attending the Studio for the first time must arrive at least 15 minutes before their scheduled class. This time is necessary to complete any required forms (unless already submitted online), to receive an introduction to the studio space, and to be shown how to use the equipment safely.

4.4 Clients should plan to arrive a few minutes early to prepare for class. **No late entry will be permitted once the class has started – even arriving one minute late means the client cannot join.** This strict policy is in place both for safety (missing the warm-up increases the risk of injury) and to avoid distracting others.

4.5 Clients are required to wipe down and sanitize equipment (mats, reformer machines, etc.) after use, using the cleaning supplies provided.

4.6 The Studio asks clients to wear appropriate attire for Pilates (comfortable fitness clothing). For hygiene and safety, **grip socks are highly recommended** but not mandatory. Grip socks can greatly improve stability and prevent slipping on the equipment, enhancing your overall workout experience. We encourage their use for your benefit, but you may participate barefoot if you prefer.

4.7 Shoes must be removed in designated areas.

4.8 Food is not allowed in the workout area, and any drinks must have secure lids to prevent spills.

5. Equipment Use and Damages

5.1 Clients must use the Pilates machines and all equipment only as instructed by the Studio's trainers and staff.

5.2 Reckless or improper use of equipment is strictly prohibited.

5.3 The Studio reserves the right to issue a penalty if a client fails to follow the instructor's guidelines or uses equipment in an unsafe manner.

5.4 A fine of **€50** may be charged for any willful or grossly negligent misuse of the equipment. For example, this includes recklessly releasing the carriage of a reformer or any other spring-based apparatus so that it slams into the frame, or similar actions that can cause damage to springs or other components. These examples are not exhaustive – any similar misuse or reckless damage to studio equipment could result in a penalty.

5.6 Clients will be held fully liable for any damage caused to machines or studio property due to misuse or negligence, and must reimburse the full repair or replacement costs.

5.7 Clients are encouraged to ask for assistance if they are unsure about the correct use of any equipment.

6. Languages of Instruction

6.1 The Studio offers classes in different languages to accommodate its diverse clientele.

6.2 Some classes are taught in English, others in German, and others in Turkish, depending on the schedule and instructor.

6.3 Each class will have its language of instruction indicated in its name on the schedule: **“EN” = English, “DE” = German, “TR” = Turkish**. Clients should take note of these labels when booking to choose a class in their preferred language.

7. Right to Refuse Entry

7.1 The Studio reserves the right to refuse entry to, or remove from the premises, any client who fails to comply with these Terms of Use or whose conduct disrupts the safe and respectful environment of the Studio. In such cases, class credits or fees will not be refunded.

8. Amendments

8.1 The Studio reserves the right to update these Terms of Use as necessary. Updates will be communicated via the website or booking platform and shall take effect immediately upon publication.