

# THE MOVEMENT

## Terms and Conditions

### **CANCELLATION POLICY**

- All classes are subject to a 2-hour cancellation window. Cancelling less than 2 hours before the start of a class will incur late cancellation penalties:
- Late entries (arriving more than 5 minutes after the scheduled class start time) are not permitted and no refunds will be issued
- For class pass holders and '8 class/month memberships', late cancellations and 'no shows' will be charged to the pass (e.g. 1 class will be deducted from the pass)

### **CLASS PASSES and MEMBERSHIPS**

#### **NEW CLIENT OFFER – 5 classes for £30**

- For new customers who have never used any of our Intro Offers
- Valid for 30 days
- Starts on date of first booking
- Attend any 5 classes

#### **5 CLASS PASS**

- Valid for 3 months from purchase date
- Late cancellations and no-shows will be charged to the pass (e.g. 1 class will be deducted from the pass)
- Non-refundable except for medical reasons

#### **10 CLASS PASS**

- Valid for 5 months from purchase date

- Late cancellations and no-shows will be charged to the pass (e.g. 1 class will be deducted from the pass)
- Non-refundable except for medical reasons

## **UNLIMITED MONTHLY MEMBERSHIP**

- Attend an unlimited number of classes each month the membership is paid and active
- Minimum contract of 2 months, and then can be cancelled anytime
- Rolling membership collected on the 1<sup>st</sup> of each month
- First month is pro-rated based on date of purchase
- Non-refundable except for medical reasons

## **8 CLASSES/MONTH MEMBERSHIP**

- Attend 8 classes each month the membership is paid and active
- Minimum contract of 2 months, and then can be cancelled anytime
- Rolling membership collected on the 1<sup>st</sup> of each month
- First month is pro-rated based on date of purchase
- Late cancellations and no-shows will be charged to the pass (e.g. 1 class will be deducted from the class credits)
- Non-refundable except for medical reasons

## **WORKSHOPS**

- Pre-payment in full is required at time of registration
- Cancellations will be accepted up to 24 hours before the start of a workshop and a full refund will be issued
- If The Movement cancels a workshop, a full refund will be issued

## **APPOINTMENTS**

- Pre-payment in full is required at time of registration

- Cancellations will be accepted up to 24 hours before the start of an appointment and a full refund will be issued
- If The Movement cancels an appointment, a full refund will be issued

## **PRIVACY POLICY**

We take your privacy very seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

### **PERSONAL INFORMATION**

We ask you for certain personal data to provide you with the services or products you request. For example, when you request to receive communications, create an account, make purchases or participate in our events.

In order to manage your account, you must provide us with certain information, and give us consent to have it, such as: your name and contact details. You may also choose to provide us with additional personal information.

### **CONSENT**

When you consent, we will send you (via email) marketing communications and news concerning our services, products, events and other promotions. You can opt-out at any time after you have given your consent. You can also unsubscribe at any time by clicking the unsubscribe link on our emails.

### **SECURITY**

We aim to provide all clients from The Movement with a safe shopping experience. For all our online transactions we use a system called Mومence. Mومence encodes your credit card and contact details to ensure their safe transfer to us.

We are committed to making sure that your information is secure. To avoid unauthorised access or disclosure, we have in place physical, electronic and management procedures to safeguard and secure the information we collect from you. However, please note that no system is ever completely secure.

## SHARING INFORMATION

Your personal privacy is very important to us, and we do not share it with third parties.

## DATA RETENTION

Your personal information will be retained for as long as is necessary to carry out the purposes set out in this privacy policy (unless a longer retention period is required by applicable law). In general, this means that we will keep your personal data for as long as you have an active account with The Movement.