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(To be read in conjunction with our Privacy Policy)**

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3.1 The content contained within this Website is provided for general information purposes only and does not constitute either professional advice or an offer. While A6 Physiotherapy takes all reasonable care to ensure that the content is accurate, no warranty of representation is given that it is free from errors or omissions. Users of this site should always seek professional health advice from our Chartered Physiotherapist or another suitable qualified health professional.

#### **3.2 Safety Notice for Online Pilates**

3.1 When signing up for Pilates classes with A6 Physiotherapy, whether these be face to face, online or through virtual video, you must first have had a one to one free consultation (face to face or through virtual means) in order to pre-determine any pre-existing medical or musculoskeletal conditions and in order for the therapist to learn what you would like to gain from pilates and in order to give you a brief background on the basics of Pilates. At A6 Physiotherapy all Pilates Instructors are Chartered Physiotherapists and are covered by insurance as a Physiotherapist. In order to book this free consultation you must contact the clinic by telephone or email. Once you have been assessed you will then be able to book onto the pilates classes. It is your responsibility to inform your instructor of any pre-existing or current medical or musculoskeletal conditions.

3.2 Online Pilates videos on this Website provide access to content demonstrating physical exercise. Physical exercise, in all of its forms and with or without the use of equipment such as blocks, straps or any other equipment that may be suggested by an A6 Physiotherapy Pilates Instructor, is a strenuous physical activity. Accordingly, you are urged and advised to seek the advice of a Physiotherapist or GP before beginning any physical exercise routine, program or using any suggested equipment, shown in any of the video clips on the Website. All suggestions and comments relating to the use of equipment, poses, moves and instruction are not compulsory requirements to be performed by you and are carried out at your choice while viewing A6 Physiotherapy Pilates videos. Nothing contained in this Website should be construed as any form of medical advice or diagnosis.

You understand that should you experience any difficulties in carrying out any of the exercises or moves in these pilates classes you are advised to contact your instructor at A6 Physiotherapy and seek further guidance.

You understand that should you experience any pain during these classes then you should stop and seek further advice from your Physiotherapist or GP.

3.3 By using the Website you represent that you understand that physical exercise involves strenuous physical movement, and that such activity carries the risk of injury whether physical or mental. You understand that it is your responsibility to judge your physical and mental capabilities for such activities. It is your responsibility to ensure that by participating in classes and activities from A6 Physiotherapy Pilates, you will not exceed your limits while performing such activity, and you will select the appropriate level of classes for your skills and abilities, as well as for any mental or physical conditions and/or limitations you have. You understand that, from time to time instructors may suggest physical adjustments or the use of equipment and it is your sole responsibility to determine if any such suggested adjustment or equipment is appropriate for your level of ability and physical and mental condition.

3.4 As you are exercising at home you will need to ensure you have sufficient space free from obstructions. A6 Physiotherapy accepts no responsibility for any accident or injury sustained as a result of failure to ensure sufficient clear space in which to exercise. Please ensure any pets are kept from the room to ensure they do not create a hazard for you when exercising.

3.5 Please wear appropriate clothing/footwear (non-slip socks) when joining in classes. A6 Physiotherapy will not be held responsible for any injury sustained for failing to wear appropriate clothing or footwear. Please stretch before and after class as you feel necessary to do so. A warm-up/cool down is included within the class. Please take each exercise at your own pace. If you have any queries about any of the exercises or movements please contact your instructor accordingly.



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Please ensure you take the class at your own pace and have a drink of water available and take a rest as required. You will not always be directed to take a drink or rest by the instructor and this is at your own discretion or requirement.

If you have any individual concerns or needs then please contact your instructor at A6 Physiotherapy by e-mail:- [info@a6physio.co.uk](mailto:info@a6physio.co.uk) or leave a voice message on 01257 230140.

#### **4. Your Account and Password**

4.1 If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.

4.2 We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

4.3 If you know or suspect that anyone other than you knows your user identification code or password, you must change your password immediately.

#### **5. Online and Face to Face Pilates Classes.**

5.1 Online Pilates is available on the Website at A6 Physiotherapy. Our Privacy Policy outlines data storage and information required. No payment details are stored on our Website as we provide you with our bank details so that you can pay via online banking. Alternatively, you can pay over the phone by debit card. To do this you will need to contact A6 Physiotherapy on 01257 230140.

5.2 Classes must be booked and paid for a week in advance. Once you have accessed payment terms you will receive an email to confirm your payment required. Your place will not be reserved without payment as confirmation of booking. Once payment is received your subscription dates will be changed in line with the 7 weeks you have paid for.

5.3 Online and face to face booking packages are usually 7 weeks at a cost of £72.00. Week 7 is for free unlimited access to the online range of Pilates videos for your level. The remaining first 6 weeks are face to face or virtual live streaming once a week (depending on number of classes paid for per week). At the instructor's discretion you can join part way through the package and only be required to pay for the remainder of the block, but you cannot part pay the block due to non-attendance. (The block must be paid for in full. Block weeks can increase or decrease but each face-to-face class is £12.00 and payable as a full block of set weeks).

5.4 Once the Pilates package is booked and paid for you will have access to the Pilates level you qualify for. This provides you with unlimited access throughout the whole block paid for to the online video Pilates (this consists of regular changes to current classes and access to all past classes in archive). You will have once a week access (or more if you have paid for more than one class per week) to the face to face or virtual sessions for the number of weeks you have signed up for.

Confirmation and further details, relevant to your booking, will be provided via email once you have registered and paid.

## 6. Cancellations

6.1 There will be no refunds. Due to the unlimited online access, you will be able to catch up on any missed classes through the current class video on the Website or via the archive class video via your online membership on the Website.

6.2 In the event that you need to cancel a class you can request a swap to another class in any week of the remaining weeks in that block paid for. To book a swap this can be done by telephone and email:- [info@a6physio.co.uk](mailto:info@a6physio.co.uk) / 01257 230140. You must have received confirmation that there is a space available before you attend another class. There will be no credits or swaps carried across to another block. Due to the unlimited online access you will be able to catch up on any missed classes through the current class video on the Website or via the archive class video on the Website

Once payment has been received you will be set up with an online login.

## 7. Liability

7.1 A6 Physiotherapy will not be liable for any loss or damage, whether in contract, tort, breach of statutory duty or otherwise, arising from or in connection with (i) the use or inability to use the Website or (ii) the use of or reliance on any content shown on the Website.

7.2 If you are a business user, A6 Physiotherapy shall have no liability for loss of profits, sales, business, or revenue, business interruption, loss of anticipated savings, loss of business opportunity, goodwill or reputation or any indirect or consequential loss or damage.

7.3 If you are a consumer user, please note that we only provide our site for domestic and private use. You agree not to use our site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

7.4 We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our Website or to your downloading of any content on it, or on any website linked to it.

7.3 We assume no responsibility for the content of websites linked on our site. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them.

## 8. Service access

8.1 While A6 Physiotherapy endeavours to ensure that this Website is normally available 24 hours a day, it shall not be liable if for any reason this Website is unavailable at any time or for any period.

8.2 Access to this Website may be suspended temporarily and without notice in the case of system failure, maintenance or repair or for reasons beyond A6 Physiotherapy control.

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9.2 You may link to our home page, but you must gain our written permission beforehand. You can write to us at [info@a6physio.co.uk](mailto:info@a6physio.co.uk). Once permission is granted you must only link to our site if you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

9.3 You must not establish a link to our site in any website that is not owned by you. Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page.

9.4 We reserve the right to withdraw linking permission without notice.

If you wish to make any use of content on our site other than that set out above, please contact [info@a6physio.co.uk](mailto:info@a6physio.co.uk)

## 10. No reliance on information

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10.2 Although we make reasonable efforts to update the information on our Website, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up to date.

## 11. Viruses

11.1 We do not guarantee that our site will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform in order to access our site. You should use your own virus protection software.

11.2 You must not misuse our Website by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

To contact us for further information email us at:- [info@a6physio.co.uk](mailto:info@a6physio.co.uk)