

Terms & Conditions

The Pilates Boutique updated in January 2026.

General information

By attending any class with The Pilates Boutique, you confirm that you have read, understood, and agreed to the following Terms and Conditions.

All classes are conducted by qualified, insured professionals. Please be honest about your health and medical conditions.

Details of class times at the studio may vary from time to time. Class times will be published by the studio and displayed on our website and Instagram.

Booking and payment

The class prices are available to view on www.pilatesboutique.co.uk

Clients are unable to attend a class without first booking and paying online for the relevant class.

All bookings must be made and paid for in advance via our website and booking system. Payments are non-refundable except under extenuating circumstances and at the discretion of The Pilates Boutique.

Please arrive 5 minutes before the start time of your class.

Bookings are non-transferable unless agreed in advance.

Payment confirms your acceptance of these terms and conditions.

Cancellation and missed classes

Cancellations must be made at least 24-hours before the class to avoid being charged in full.

Cancellations made within 24-hours are non-refundable.

Failure to attend a booked class without prior cancellation there will be no refund.

If The Pilates Boutique cancels a class, you will be given a refund.

Refunds will not be issued for late cancellations or no shows.

Lateness

Clients arriving more than 5 minutes late will be admitted at the discretion of the teacher due to health, safety and curtesy reasons. You will not be entitled to a refund.

Health and medical conditions

You must disclose any injuries, illnesses, medical conditions or if you are pregnant on your health questionnaire.

Clients are responsible for talking to their teacher before each class about their health, pathologies and injuries, to ensure the teacher knows.

Participation is at your own risk. You agree you are fit and well enough to undertake physical activity.

Please consult your GP or specialists before attending if you have any health concerns. You must inform us of any changes in your health status before each session.

It is your responsibility to ensure you are medically fit to participate in Reformer Pilates classes. If in doubt, please contact your GP. The studio reserves the right to refuse access to any client if, in its absolute discretion, it considers that the health of the individual concerned may be endangered using such facilities.

By accepting these terms, you confirm that you have informed the studio of any injuries, pathologies, medical conditions or recent changes in your health.

You must inform your teacher immediately if you experience any discomfort during class.

Pregnancy policy

We do not offer prenatal classes.

We do not take on new clients who are pregnant.

Existing clients who become pregnant we will work with on a case-by-case basis.

Post natal

After your eight-week GP/midwife check you can attend our Essential classes for your post-natal journey, however, please make sure your teacher knows and your medical questionnaire is updated.

Eligibility and accounts

You must be 16 years or older to create an account and book classes.

Account holders are solely responsible for bookings under their account.

Osteoporosis and spinal conditions

If you have been diagnosed with Osteoporosis or Osteopenia, please read our policy relating to this condition.

Certain movements and exercises will be adapted or excluded based on your condition.

The Pilates Boutique reserves the right to refuse service if your condition puts you at risk.

Behaviour and conduct

Clients must treat teachers and other clients with respect and courtesy.

Any abusive, unsafe, or inappropriate behaviour will result in the class being terminated immediately without refund.

The Pilates Boutique reserves the right to refuse service if behaviour is deemed inappropriate or disruptive.

Dress code

Please wear appropriate clothing (no zips) and grip socks. If you wear loose fitting shorts please be mindful of your modesty.

Safety and hygiene

Clients will be asked to wipe down their equipment at the end of their class.

Use of equipment and property

Clients must follow all teacher guidance when using the Reformer and small equipment.

Do not attempt unfamiliar exercises without supervision.

You are responsible for your belongings.

We are not liable for lost, stolen or damaged personal items.

Data protection and privacy

Your personal information is handled in accordance with GDPR and our Privacy Policy.

We only collect and use your data for booking, communication, and safety purposes.

We do not sell or share your data with third parties.

Complaints and procedure

We aim to provide a high-quality experience.

If dissatisfied, please email Lisa on Lisa@pilatesboutique.co.uk

All complaints will be acknowledged and responded to within 7 working days.

Liability waiver

By participating in any class, you confirm that you understand the nature of the activity and accept full responsibility of the risks involved.

The Pilates Boutique and its teachers are not liable for any injury or loss sustained during a class.

Governing law

These terms and conditions are governed by the laws of England and Wales.

Any disputes arising shall be subject to the exclusive jurisdiction of the English courts.

By booking a session you confirm:

You have read and understood these terms and conditions.

You accept responsibility for your health and safety.

You give consent for The Pilates Boutique to provide services under the above terms.