

## SK Bodyworks Terms and Conditions

Please read the terms and conditions set out by Suzannah King at SK Bodyworks which must be agreed to before completing your consultation form and before attending your first massage or pilates session, as well as before signing into SK Bodyworks online studio.

It is always recommended to gain approval from your GP/ Dr or other health professional before participating in any exercise program. You will take full responsibility if you choose to go ahead without gaining approval first.

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Suzannah King at SK Bodyworks provides a safe, friendly and professional service from her home studio in Waimauku, offering both a high standard in massage therapy and private pilates to local female residents.

### **Pilates Courses**

Pilates sessions are taken in blocks of 6 or 12 on a 1:1 basis. Weekly sessions are required to help you to maximize results and to achieve your goals. Suggestions and homework will be given to you, as well access to the online studio. Each pilates block has an expiry date for your sessions but it also takes into account any illness and holidays. This is put in place so you can progress from week to week and to help you really feel the benefits from your weekly sessions and achieve your goals faster.

6 week block expires 12 weeks after your initial paid session

12 week block expires 24 weeks after your initial session.

During the duration of your block booking, please schedule your sessions in advance, but if you need to rearrange a session, please provide a minimum of 24 hours notice and Suzannah will try her best to fit you in.

If after two weeks, and a minimum of two pilates sessions, you feel the pilates classes are not for you, Suzannah King will refund the remaining paid amount to you.

### **Massage Membership**

Your monthly massage membership will be started on the day of your first massage by signing up to GoCardless direct debit, who will take payment from your account each month thereafter, after your initial payment. Within your membership, you will receive one massage each month, access to my online pilates studio throughout your membership, plus 10% off any further massages taken.

If you or Suzannah King will be away for any amount of time, you can push your massage session forward or backward by one month only. You may also pause/stop your membership should you be away for longer than a month.

### **Arriving Late**

Please arrive on time to your appointments, otherwise any lateness will eat into your session. Due to being a home studio, there is no waiting room, so please don't arrive any earlier than 5 minutes.

### **Toilet**

There is no toilet in the studio. Should you need to use the bathroom, there is one in the main house. Suzannah King will let you in and please be respectful of her home environment.

### **Payments**

An invoice will be sent to you either by email or whatsapp for the services provided by Suzannah King.

*Individual massage appointment* - paid in cash or via bank transfer and must be paid either before or immediately after your appointment. Please note, that if you pay by cash, please bring along the exact amount.

*Massage membership* - paid via GoCardless and it will start on the day of your first massage. Payment will then automatically leave your account each month. To cancel, you can cancel via GoCardless and also through Suzannah King.

*Pilates Courses* - 6 or 12 week course block booking is paid via bank transfer.

*Pilates course payment plan* - this is for a 12 week block booking. Payment is paid over a three month period and on time please. An invoice will be sent to you each month.

### **Holidays**

Suzannah King will inform you at least one month before any holidays are booked. During the school holidays, Suzannah King will be running all sessions on a limited basis so she can spend time with her family. Those who are signed up for courses and memberships will have first priority over bookings. Please be aware that your usual session day and time during these periods may change. Please also inform Suzannah King if you have booked time away at least two weeks in advance. This is to allow Suzannah to make room for others in her diary so they can book in in your absence.

### **Cancellation of Sessions**

Please provide Suzannah King at least 24 hours notice before your session if you need to cancel. This allows others who may have been placed on a wait list or turned down a chance to book themselves in instead. If you fail to give at least 12 hours notice, you will either lose your pilates session on your course or you will need to pay a cancellation fee if you cancel your massage session. In case of an illness or covid cancellation, your fee or loss of session will not be enforced. Suzannah will try and book you in where possible in the same week if you are unable to make your pilates or massage session.

### **On Demand Pilates Studio**

The on demand members area is a members only area for those signed up for either 1:1 pilates courses, massage membership or online ondemand membership, and you will have access to the area throughout your membership until you cancel. Once you have signed up for your membership or course, you will gain access to the members area where you can watch the videos and workout in your own time. There are different categories all dependent on your level and ability.

*\*\*\*Please note that you will gain access to the members area at [www.skbodyworkspilates.online](http://www.skbodyworkspilates.online)*

1, Before you start a video, please make sure:

- there is sufficient space to perform the exercises safely and move freely without obstacles or obstructions, free from furniture, equipment and other hazards – a minimum of four square metres per person
- any equipment is safe and in a suitable condition for the activity being performed
- the surrounding floor space is entirely clear to remove any hazards that may increase the risk of slips, trips or falls
- there are no distractions throughout the duration of the session
- there is sufficient heating, lighting, ventilation and hydration.

2, It is your responsibility to workout at a level that is suited to you and your ability. If you experience any pain during an exercise, you must stop that exercise and either carry on at the next exercise or stop that video. Please remember with all on demand/ pre recorded videos, i, the instructor, cannot see you and so i am unable to provide personal corrections or modifications. If something doesn't feel right, stop the exercise and either wait for the next exercise or stop your session.

3, You are not to share your membership with anyone else. Your members area is for you and for you only. Sharing with others will result in immediate termination of your membership with no refund offered.

### **Behaviour**

Please be respectful of both Suzannah King and her home studio space. Suzannah King is committed to providing everyone with a positive experience through pilates and massage therapy. By coming into the studio, you agree that Suzannah King may, at her sole discretion, terminate your massage, membership or course without refund if you become aggressive, disruptive, threatening or difficult to work with.

### **Covid T&C's**

If you develop any covid symptoms before attending your session with Suzannah King, please perform a covid test. If you have a positive result, you MUST cancel your session immediately. If you develop any symptoms up to 3 days after your session, please perform a test, and if positive, inform Suzannah King so appropriate measures can be taken. If you have been in close contact with someone who has recently tested positive for covid, you may need to test before your session and/or wear a mask.

Suzannah King at SK Bodyworks will continue to thoroughly clean, change all massage sheets and towels after each client and air out the studio between each session. If you would prefer Suzannah King to wear a mask for your session, please ask.

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Thank you for agreeing to the Terms and Conditions set out by Suzannah King of SK Bodyworks. If you have any questions regarding pilates classes, on demand videos or memberships, or if you wish to discuss anything else, please get in touch.

[skbodyworkspilates@gmail.com](mailto:skbodyworkspilates@gmail.com)

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