

Barreworks Terms & Conditions

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Barreworks Privacy Policy

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1. Introduction

This privacy policy sets out how we use and protect any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

This policy complies with the new GDPR regulations for Europe, effective 25th May 2018.

2. What we collect

We may collect the following information:

- name and job title.
- contact information including email address
- information relating to any known injuries or relevant medical conditions
- demographic information such as postcode, preferences and interests.
- other information relevant to customer surveys and/or offers.

3. What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To respond to specific enquiries
- To notify you about changes to our service
- To ensure your needs are met in the delivery of our services
- Internal record keeping
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes.
- We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

4. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Passwords are required to access your online information and paper-based data is securely stored in a locked cabinet. Any contact details, service history information and images we hold will only be used by us in direct connection with services we provide you with. If your records go unused for more than 2 years, they will be securely destroyed/deleted.

5. How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

6. Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

7. Disclosure of your information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

8. Controlling your personal information

You have the right at any time to ask us not to process your personal data for marketing purposes. You can exercise this right by not ticking certain boxes on the forms we use to collect your data.

If you have previously agreed to us using your personal information for promotional purposes, you may change your mind at any time by writing to or emailing us at hello@barreworks.co.uk. Alternatively you can adjust your settings in your Mindbody account.

9. Our In-Studio workouts are live-streamed from a camera situated high on the entrance wall to the main studio. This allows us to leverage more income from current COVID-19 spacing restrictions and enable wider access to those not able to secure a booking. The video will film from a 'birds-eye-view' to allow clients to follow the workout online. Participants will not be easily recognisable and filming will mainly focus on the Instructor. If you do not wish to be included in the live stream, please let the Instructor know we can do our best to position you off-camera.

The GDPR 2018 gives you the right to check that your personal data is being processed lawfully. You may request details (or changes to details) of personal information which we hold about you. Please email hello@barreworks.co.uk or write to Barreworks, Vestry House, 21 Paradise Road, Richmond TW9 1SA.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct and update any information found to be incorrect.

We reserve the right to update or alter this Privacy Policy from time to time without notice to you.

Barreworks

Suite D, Vestry House, 21 Paradise Road, Richmond TW9 1SA

Tel: +44 (0) 208 940 5746

E-mail: hello@barreworks.co.uk

INFORMED CONSENT AND WAIVER & RELEASE OF LIABILITY

I have volunteered to participate in a program of progressive physical exercise and have engaged the services of Barreworks for instruction. I intend to assume all risk of injury from my participation. To that end I acknowledge and agree to the following:

I am aware that Barreworks is here to serve me by sharing knowledge of physical fitness. I recognise that these activities may at times be strenuous. By my participation in any of these activities, I present to you that I am physically fit. I know that I have the right to choose which exercises I do or do not perform, in addition to withdrawing from any exercise at any time. The muscle and cardiovascular conditioning program at Barreworks utilises the method of stretching and strengthening used in classical ballet and pilates. During and after exercise there exists a potential for muscle soreness and stiffness; any outcomes of a more serious nature are rare, including, but not limited to abnormal blood pressure, fainting, disorders of the heartbeat, and instances of heart attack and death. I assume all of the foregoing risks, and accept personal responsibilities for any other damages or other injury I might suffer. It is my responsibility to ascertain that there is no medical reason to prevent my participation. I assume full risk for any injuries which I may incur and waive any claim that I might at any time for injury of any sort against Barreworks or any person or entity in any way involved herewith.

I have advised Barreworks of any pregnancies and have completed a Pregnancy PAR-Q (pre-screening) form advising of any contra-indications to exercise.

I have advised Barreworks of any relevant previous, recent or current injuries or conditions I have or have had and agree to keep this information up-to-date in my online profile.

If I am exercising from home or in a space not controlled by Barreworks, I have ensured that I have checked the suitability of my space and any possible hazards for exercise.

We recommend that you consult with your physician before beginning any online or Studio-based exercise programme.

Please understand that when participating in any exercise or exercise program, there is the possibility of physical injury.

I take full responsibility for my personal belongings at the Studio. Barreworks prides itself on being a secure environment but, like everywhere, some theft can occur. I will therefore not bring valuable personal property to the studio and will take all reasonable precautions to protect any personal property brought to the studio. The studio shall not be liable for the loss or theft of, or damage to, the personal property of clients.

I have read and understand this Informed Consent and Waiver and Release of Liability and it accurately sets forth my intentions and I agree to be bound by its provisions.

If I am under 18 years of age, my parent or guardian has read and understood these terms and accepts responsibility on my behalf.

By clicking "Place Order" you confirm you have read and accepted our Terms and Conditions. Class Packages, Annual & Monthly Subscriptions: non-refundable, non-transferable.

All Classes are subject to an 12-hour cancellation policy and if you fail to cancel prior to 12-hours of the commencement of your scheduled Class, fail to show for your Class or arrive too late to take your Class, you will be charged the full amount for the Class:

- If paying under a Class Package, you will be deducted the price of a Class.

- If paying under a 1 Week or 1 Month Pass, you may be charged a cancellation fee of £14 (incl. VAT) to your account.
 - If paying under a Monthly Subscription, you may be charged a cancellation fee of £16 (incl. VAT) to your card or account, in accordance with your contract.
- Cancellations and fees will be confirmed by email.

Products: Returns and exchanges can be made within 28 days for a full refund, providing goods are returned in the same condition in which you received them. Notify us at: returns@barreworks.co.uk, quoting your order number and reason for return, and we will provide a returns number and further instructions.

Training Courses: purchases are non-refundable, and may be transferable to the next course date on request.