

# **Soma — Participant Waiver & Consent**

## **Acknowledgement**

I understand that by participating in any classes, training sessions, workshops, or related activities at Soma, I do so voluntarily and at my own risk.

I acknowledge that Pilates and other movement or wellness activities may involve physical exertion and carry a risk of injury.

## **1. Health & Medical**

- I have disclosed all relevant medical conditions, injuries, or limitations that may affect my participation.
- I confirm that I am medically fit to take part in physical activity and have consulted a medical professional if required.

## **2. Assumption of Risk**

- I accept full responsibility for my own participation and wellbeing.
- I understand that while all reasonable care is taken to ensure safety, accidents or injuries may still occur.

## **3. Release of Liability**

- I hereby waive, release, and discharge Soma, its owners, instructors, employees, and contractors from any and all claims, damages, or liabilities that may arise from my participation in classes or use of the studio/app.
- This release applies to any injury, accident, or loss sustained before, during, or after sessions.

## **4. Personal Responsibility**

- I agree to listen to my instructor, follow guidance, and work within my personal limits.
- I will stop immediately and inform the instructor if I experience pain, dizziness, or discomfort.
- I acknowledge that Soma is not responsible for lost or stolen property.

## **5. Consent & Communication**

- I consent to receive class updates, booking reminders, and wellness information via email or app notifications.
- I understand that photography or video content may occasionally be captured for studio promotion. I will notify Soma if I prefer not to appear in any media.

# **Soma – Class Pack & Booking Terms**

Effective Date: 6th October 2025

These Terms outline the agreement between Soma (“we”, “us”, “our”) and you (“client”, “participant”) for booking and attending classes or sessions at our studio or via the Soma app. By purchasing a class pack, booking a session, or attending any Soma class, you agree to the following:

## **1. Class Packs & Payments**

- All class packs and single sessions must be paid in full at the time of booking.
- Class packs are valid for a set period from the date of purchase (e.g., 6 weeks / 8 weeks / 12 weeks — as specified at purchase).
- Class packs and sessions are non-transferable and non-refundable.
- Soma reserves the right to adjust pricing or validity periods, with notice provided via email or app.

## **2. Booking & Cancellations**

- All classes must be booked in advance through the Soma app or website.
- Cancellations must be made at least 12 hours before class start time.
- Late cancellations or no-shows will result in the loss of that session from your class pack.
- If a class is cancelled by Soma (e.g., instructor illness, unforeseen events), your credit will be automatically returned to your account.

## **3. Expiry & Extensions**

- Each class pack has a clearly stated expiry date.
- Extensions may be granted only in exceptional cases such as medical reasons or studio closures, at Soma’s discretion.
- Expired sessions cannot be reinstated or refunded.

## **4. Health & Safety**

- You are responsible for ensuring you are fit to participate in physical activity.
- Please inform your instructor of any injuries, health concerns, or pregnancy before class.
- Soma instructors may modify or refuse participation if they believe an exercise is unsafe for you.
- All participants must complete a Health & Liability Waiver before attending their first class.

## **5. Studio Conduct**

- Please arrive on time. Entry may not be permitted once class has begun for safety and flow.
- Mobile phones must be silenced during sessions.
- Respectful and mindful behaviour is expected at all times toward staff and other clients.
- Soma reserves the right to refuse entry or remove anyone whose conduct disrupts the environment.

## **6. Personal Belongings**

- Personal belongings are your responsibility at all times.
- Soma is not liable for any loss, theft, or damage to property within the studio or premises.

## **7. Photography & Promotion**

- Soma may occasionally capture photos or short videos for promotional use.
- You can opt out at any time by informing your instructor or updating your preferences in the app.

## **8. App & Account Use**

- The Soma app allows you to manage bookings, class credits, and communications.
- Your account and credits are personal and cannot be shared or transferred.
- Technical issues should be reported to [hello@somabalance.uk](mailto:hello@somabalance.uk)

## **9. Liability**

- By attending classes, you acknowledge and agree to the Soma Participant Waiver & Consent, releasing Soma, its instructors, and affiliates from liability for injury or damages, except in cases of proven negligence.

## **10. Amendments**

- Soma reserves the right to update these Terms & Conditions as needed.
- Any changes will be communicated via email, app notification, or in-studio notice.

By purchasing a class pack or booking a session, you confirm that you have read, understood, and agreed to these Terms & Conditions.

# **Soma – Drop-In Class Terms & Conditions**

Effective Date: 6th October 2025

## **1. Booking & Payment**

- Drop-in sessions must be booked and paid in full at the time of reservation.
- Spaces are subject to availability and confirmed only once payment is received.
- All prices are displayed at the time of booking and may be updated periodically.

## **2. Cancellations & Refunds**

- You may cancel or reschedule your drop-in booking at least 12 hours before the class start time.
- Cancellations made within 12 hours or no-shows will result in loss of payment.
- Refunds are not available except where the class is cancelled by Soma.
- If Soma cancels a class, you may choose a credit or full refund.

### **3. Health & Safety**

- You are responsible for ensuring you are physically able to participate in class.
- Please inform your instructor of any medical conditions, injuries, or pregnancy before class begins.
- Participation is at your own risk. All clients must complete the Participant Waiver & Consent form before attending.
- Soma reserves the right to refuse participation if an instructor believes it may be unsafe for you to take part.

### **4. Studio Etiquette**

- Please arrive on time; entry may not be permitted once class begins for safety and flow.
- Phones must be silenced during class.
- Respectful conduct toward staff and fellow clients is expected at all times.
- Soma reserves the right to refuse entry or service for inappropriate behaviour.

### **5. Personal Belongings**

- Personal items are your responsibility.
- Soma is not liable for loss, theft, or damage to personal property within the studio or premises.

### **6. Photography & Promotion**

- Soma may occasionally capture images or video for social media or marketing purposes.
- You may opt out at any time by notifying your instructor or emailing [hello@somabalance.uk](mailto:hello@somabalance.uk).

### **7. Liability**

- By attending a drop-in class, you acknowledge and accept the Soma Participant Waiver & Consent, releasing Soma, its instructors, and affiliates from liability for any injury, accident, or damages, except in cases of proven negligence.

### **8. Amendments**

- Soma reserves the right to update these Terms & Conditions at any time.
- Any updates will be communicated via email, app notification, or in-studio notice.

By booking and attending a drop-in class, you confirm that you have read, understood, and agreed to these Terms & Conditions.

## **Soma – SMS Terms & Conditions**

Effective Date: 6th October 2025

## **1. Purpose of Messages**

- By providing your mobile number and opting in, you consent to receive text messages from Soma, which may include:
  - Class confirmations, reminders, or cancellations
  - Waitlist and schedule updates
  - Studio announcements, events, and wellness information
  - Limited promotional offers or updates related to Soma services
  - We will only send messages relevant to your relationship with Soma.

## **2. Frequency**

- Message frequency may vary depending on your bookings and preferences.
- You can expect to receive messages only when necessary (e.g., confirmations, changes, or brief updates).

## **3. Opt-Out**

- You can opt out of SMS communications at any time by replying STOP to any message.
- After opting out, you may still receive essential non-promotional messages (e.g., class changes or urgent notifications) where appropriate.

## **4. Data & Privacy**

- Your contact information is stored securely and used only for Soma-related communication.
- We do not share or sell your personal data to third parties.
- All personal data is handled in accordance with the UK General Data Protection Regulation (GDPR) and our Privacy Policy.

## **5. Charges**

- Soma does not charge for SMS messages; however, standard message and data rates from your mobile provider may apply.

## **6. Accuracy**

- You are responsible for ensuring your mobile number is accurate and up to date in your Soma account or booking profile.

## **7. Service Availability**

- Delivery of SMS messages depends on your network provider. Soma is not responsible for delays, errors, or failed message delivery due to technical issues or carrier restrictions.

## **8. Updates to These Terms**

- Soma may update these SMS Terms & Conditions periodically.
- Any changes will be posted in-studio, within the Soma app, or on our website.

By providing your phone number and opting in, you acknowledge that you have read, understood, and agreed to these SMS Terms & Conditions.

© 2025 Soma Balance Studios — operated by JHO Studios Ltd

Registered in England & Wales No. [16461809]

42 Heathfield Lane, BD11 2DP | [hello@somawellness.co.uk](mailto:hello@somawellness.co.uk)