

CREW Pilates

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1. Privacy Policy

Your Privacy

CREW Pilates respects your privacy and pledges to maintain the confidentiality of your personal information. All personal information you share with us is maintained in accordance with the EU General Data Protection Regulation (GDPR). References to CREW Pilates may include its affiliates, depending on the context. For questions regarding our privacy policy please express this in writing to: CREW Pilates/Bianca Ljungberg, Palais de la Rotonde, 21 Avenue Robert Soleau, Antibes 06600 FRANCE

Legal Obligation of Information Release

CREW Pilates will release any information that is required to be released by law or court order. In exceptional circumstances it may be necessary that we disclose your personally identifiable information if we believe, in good faith, that disclosure is otherwise necessary or advisable to protect CREW Pilates' interests. We will seek to ensure that any proposed disclosure is required in the circumstances and then ensure that we disclose only the information that is required.

Use of Your Information

CREW Pilates obtains most of our information through the signing of waivers and completion of an introductory/joining form. With your consent we may also obtain personal information about you from third parties. This may include parents, guardian, coaches, doctors or whoever is registering you in a program. Use of your personal information for any purpose other than those outlined or the release of such information by parties outside of CREW Pilates or its affiliates will take place only under the following circumstances:

(a) **When you give consent** – We will disclose your personal information when you have given consent. Under no circumstances do we sell participant or personal information to others. Please note that we will not share health information that may have been provided in connection with a program, program withdrawal or request for refund. With your consent, we may use certain information to provide you with information about CREW Pilates and its affiliates and programming. This consent is optional and you can decide to withdraw it at any time. Information collected by CREW Pilates about its users is used internally by authorized employees of CREW Pilates for following reasons: To process payment, register you in the program of your choice, update you when required of any possible changes of the planned services at CREW Pilates, determination of those areas, features, and services that are valued the most and found most helpful. Also, we collect information to determine the appropriate participation in the activities and services provided at CREW Pilates and on our site.

Securing Your Information

The *CREW Pilates* website uses sophisticated security and safeguard measures to protect users' information. One such measure is our use of secure server software (SSL), to ensure that your credit card will be protected against fraudulent use while on our site.

Commitment to Data Security

Your personally identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from our sites allow you to opt out of further mailings.

Cancellation – 12 hours notice is required for cancellation of single sessions. Missed sessions without the appropriate notice will be charged as if attended.

Medical Cancellations - Cancellation is permitted where a client is not able to participate in sessions for medical reasons. A doctor's note confirming that the client was not permitted to participate is required within 7 days of missed session and upon receipt, a credit for a makeup session will be issued.

2. Terms & Conditions

If you access and use this Web site (the "Site"), you accept and agree to be bound by and comply with these terms (the "Terms"). If you do not accept the Terms, do not use the Site.

• General

O All products and services of CREW Pilates and its subsidiaries and affiliates are subject to the terms and conditions of the applicable agreements governing their use.

O The Terms are to be read by you together with any terms, conditions or disclaimers provided in the pages of the Site. In the event of any conflict, the terms provided in the pages of the Site will govern.

O The information, material and content provided in the pages of the Site (the "Information") may be changed at any time without notice. Changes may be made to the Terms at any time without notice by updating this posting. You agree to review the Terms regularly and your continued access or use of the Site will mean that you agree to any changes.

• Internet E-Mail

O Any unprotected E-Mail communication over the Internet is, as with communication via any other medium (e.g. cellular phones, post office mail), not confidential, subject to possible interception or loss, and is also subject to possible alteration.

• No Endorsements

O No endorsement or approval of any third parties or their advice, opinions, information, products or services is expressed or implied by any Information.

- **Links/Software**

O Links from or to web sites outside the Site are meant for convenience only. CREW Pilates does not review, endorse, approve or control, and is not responsible for any sites linked from or to the Site, the content of those sites, the third parties named therein, or their products and services. Linking to any other site is at your sole risk and CREW Pilates will not be responsible or liable for any damages in connection with linking. Links to downloadable software sites are for convenience only and *CREW Pilates* is not responsible or liable for any difficulties or consequences associated with downloading the software. Use of any downloaded software is governed by the terms of the license agreement, if any, which accompanies or is provided with the software.

- **Payment for Products & Services**

O All Credit Cards will be processed in Euros at the time of payment. *CREW Pilates* is not responsible for any fees, charges, exchange rates or additional charges levied by individual financial institutions or Credit Card companies.

3. Refund / Cancellation Policy

Services

- **Booked sessions (appointments & classes)**

O If we are notified at least 12 hours ahead of time, it may be possible to make up your session at a later date or with a different trainer. However, this cannot always be guaranteed.

O Any sessions missed with less than 12 hours notification are forfeited and charged at 100% of the price of the missed session.

O If you have not already paid for the session, your account/card will be charged for the full amount of the session.

O If no card/account information is present, no further sessions will be conducted until the outstanding payment is received.