



Trinity Therapy

Terms and Conditions - updated 26/08/2025

Terms of Service

This website is owned and operated by Trinity Therapy with its registered address at Suite G1, Northwich Business Centre, Sheath Street, Northwich, Cheshire, CW9 5BF.

The use of the website and the purchase of any products or services on the website or in the studio will be subject to these Terms and Conditions.

Trinity Therapy and Rehabilitation reserves the right to revoke and/or amend any or all of these Terms and Conditions from time to time when we consider it necessary or desirable for the regulation of the affairs of our business and the well-being of our members.

The Terms and Conditions shall be interpreted and governed in accordance with English Law, and you consent to the exclusive jurisdiction of the English courts.

Definitions

In the Terms and Conditions, the following definitions apply:

- 'Trinity Therapy and Rehabilitation' – the registered name of the Osteopathy clinic and Pilates Studio, which we own
- 'Clinic and or Studio' - the products, services, premises, and employees associated with Trinity Therapy and Rehabilitation Limited
- 'We/Us/Our' - refers to all employees, owners of Trinity Therapy and Rehabilitation.
- 'You/Your(s)' – any member(s), patient(s)/client(s), customer(s) that make use of the products and services provided by Trinity Therapy and Rehabilitation Limited
- 'Member(s)' - anyone who has registered with us, either on the website or in person, and in respect of whom the registration has been accepted by the clinic/studio
- 'Product(s)' - items that are offered for sale on the website or in the studio itself
- 'Service(s)' - refers to any services provided by and/or ordered by clients from us through the studio or via the website.
- 'Site or Website' - refers to www.trinity-therapy.co.uk URL or Website that we own and administer.
- 'Sessions' – classes, appointments, private and semi-private tuition provided by Trinity Therapy and Rehabilitation.

Appointments/Session Bookings and Cancellations

All appointments/sessions/classes must be booked and paid for before attendance or participation. All appointments/sessions can be booked and paid for via the online booking facility on our website or by our admin.

A 24-hour cancellation policy applies. Patients/clients/members will be charged for a session where cancellation or rescheduling of the session is not made, or notice of the same is not received. More than 24 hours' notice must be given before the start of the appointment or session when cancelling or rescheduling, or you will be charged in full for the service. Cancelled sessions are not refundable for cash. All appointments are booked on a first-come, first-served basis. When an appointment is booked, you will receive a notification confirming the booking and details thereof. Once an appointment is confirmed, you will be held to the cancellation policy for that appointment.

Appointments are always subject to availability; however, we will always do our utmost to accommodate you for a chosen service as per your request.

Pilates sessions are sold as single sessions (PAYGo) or in various pack combinations. Patients/clients/members may not transfer sessions to any other person or permit them to be used by anyone other than themselves. Prices of products and services may be increased by us at any time. All block booking sessions are valid for a limited time, as stated at purchase or in the package details or description, and will have an expiry date.

If and when we make membership packages available, a member who signs up for a monthly membership agrees to a minimum 3-month direct debit commitment. After the 3-month commitment has been fulfilled, the direct debit will continue to bill monthly.

A calendar month's written notice is required from the next direct debit date for cancellation after the initial 3-month commitment. Monthly recurring charges will be billed automatically to a valid credit/debit card. Your bank card details can be kept safely on file with your consent only.

Memberships

When a person has completed the registration form he/she will become a member of the clinic/studio. Any guests brought to the clinic/studio by a member must ensure that he/she has registered online or completed a registration form at the clinic/studio before the commencement of any appointment. Acceptance of a person as a member is at the absolute discretion of Trinity Therapy. Children under the age of 16 years may only become members of the clinic/studio and attend appointments/sessions/classes with the consent of their parent/guardian and must be accompanied by an adult. Trinity Therapy reserves the right to refuse entry or expel from the clinic/studio, suspend for a specific period, or refuse to renew the membership of any member whose conduct is or may, in our reasonable opinion, be injurious to the character of the clinic/studio or which amounts to a breach of the Terms and Conditions or where such expulsion is otherwise in the interests of the other members of Trinity Therapy. Any person so expelled will

forthwith cease to be a member of the clinic or studio and will not be entitled to any refund for any period during which his membership is suspended. Please note that there is a difference between the general intake membership mentioned here and membership packages or deals that we offer and sell from time to time. Each of these membership packages has its own rules and policies relevant to the membership option. When purchasing these distinct memberships, you must agree to the terms and conditions associated with them.

Payment Terms

Details of appointment/session prices, promotional offers, and gift certificate prices are available either at www.trinity-therapy.co.uk or directly from our clinic/studio. A Patient/client/member may not attend any appointment without first booking and paying for it. If no payment is received, the person may not partake in the appointment, session, or class.

Patient/clients/members should keep an active credit or debit card on their online booking profile so that any late cancellations, other purchases, and monthly direct debits can be recouped.

Payments for appointments, sessions, classes, packages, and gift certificates in any amount are non-refundable unless otherwise stated in the Terms and Conditions.

Missed appointments/sessions/classes are not refundable for cash but can be made up by rescheduling, if sufficient notice was given and/or the particular appointment/session/class has no expiry or specified time frame within which it needs to be completed.

Limitation Of Liability

Trinity Therapy reserves the right to make alterations to the services, appointments, practitioners, teachers, and/or equipment provided to patients/clients/members, without notice and at our absolute discretion.

We will not be liable for any loss caused by such alterations except insofar as such loss is by law incapable of exclusion.

It is the patient/client/member's responsibility to ensure that he/she is capable of undergoing a routine of exercises provided by any programme which he/she follows or appointment/session/class which he/she attends. Patients/clients/members accept the risk of injury from performing exercises and are advised to consult their doctor before commencement of any appointment, session, or programme. Trinity Therapy accepts no liability for loss or damage to property of members, participants, clients, patients (or yourself) for injury on our clinic/studio premises or outside the clinic/studio except insofar as such loss, damage, or injury is by law incapable of exclusion.

Health and Fitness

Members are advised not to undertake strenuous physical activities without first seeking medical advice if they have concerns over their physical condition.

All patients/clients/members must report any injuries before the appointment/session/class starts.

The clinic/studio reserves the right to refuse access to any patient/client/member if, at our absolute discretion, it considers that the health of the individual concerned may be endangered by the use of such facilities. Patients/clients/members with low/high blood pressure and/or cardiac irregularities should consult his/her doctor before participating in any appointment/session/classes. Patients/clients/members must notify the clinic/studio of any circumstances affecting their health that may be exacerbated through continued use of the clinic/studio. Patients/clients/members are required to follow the instructions of the practitioner/teacher at all times.

Studio Opening Times

Details of appointment/session/class times at the clinic/studio may vary from time to time. Appointment/session times will be published by the clinic/studio and will be available either at the clinic/studio or at www.trinity-therapy.co.uk

Safety And Hygiene

In the interests of safety and hygiene, no crockery, glass, or food is permitted in the clinic/studio.

Fire exits, which are clearly marked, are there in the interests of safety, and patients/clients must not interfere with these exits for any reason.

In the event of a fire, patients/clients/members/staff are asked to make their way to the nearest available exit.

Smoking is forbidden in the building. Access to the building is from Sheath Street entrance. Ring the buzzer and wait to be allowed access. On arrival, please wait in the designated waiting area until being called into the clinic/studio. Shoes are to be removed as you enter the clinic/studio. Foot hygiene is important to us, so clients are requested to wear socks during Pilates sessions. Toe socks can be purchased from the front desk if required.

Suggested Dress Code

Pilates clients are requested to wear a form of dress appropriate to the practice of Pilates or an Osteopathy patient, and we recommend that members wear stretch pants, shorts, and a T-shirt or sports top. Patients/clients/members should attend sessions in socks.

Registration, Rights, and Changes to Contact Details

(see our privacy policy document for further details about privacy and data protection)

Patients/clients/members are required to inform the clinic/studio of any changes to their contact details, such as home address, email address, or mobile phone number. Failing such notice, all communications will be assumed to have been received by the patient/client/member within five days of mailing or texting to the last address (of either type) provided to the clinic/studio. Trinity Therapy reserves the right to refuse admission to the clinic/studio. A person who is not a party to the registration process has no rights under the Contracts (Rights of Third Parties) Act 1999 to rely upon or enforce any term of the registration process. We may, if a patient/member so wishes, communicate with them by electronic mail ("email"). By providing an email address to us, the

patient/client/member consents to receiving email communications from the clinic/studio, including notices in accordance with the Terms and Conditions. The patient/client/member also accepts the risk that email may not be a secure and confidential means of communication. Trinity Therapy will not be liable for any loss or damage suffered as a result of communicating with a patient/client/member by email. Patients/clients/members must at all times observe the clinic/studio guidelines, which may be notified to them from time to time. Patients/clients/members are requested to comply with any reasonable directions that the management of the clinic/studio may issue to ensure the smooth operation of the clinic/studio for the convenience of all patients/members. Clients have the choice of opting in to our email subscription service, which is done by selecting the checkbox and giving us consent to do so on the intake/registration form. Patients/clients/members have complete freedom to unsubscribe at any time. All our data collection and clinic/studio intake/registration procedures demonstrate compliance with the UK GDPR (Data Protection Act 2018).

Studio Rules and Regulations

(see also studio etiquette for further details)

All equipment must be put away at the end of a session/class in its designated place.

All surfaces used should be wiped down with the spray and towel provided.

Never use the equipment without a teacher present. You should arrive at least 5 minutes prior to appointments, sessions, or classes starting to sign in either at the front desk or with the practitioner/teacher. By agreeing to these Terms and Conditions, patients/clients/members confirm that they have no health problems that may affect their participation in any class/session provided by Trinity Therapy. By completing the purchase and booking your appointment, you confirm that you have answered all the health-related questions and that a doctor has confirmed you can take part in Trinity Therapy Pilates sessions/classes.

Intellectual Property

The content on the Trinity Therapy Website, including, without limitation, all content and the like, is owned by Trinity Therapy, subject to copyright and intellectual property rights under the law. Content on our website is provided to you for your information and personal use only and may not be downloaded, copied, reproduced, distributed, transmitted, broadcast, displayed, sold, licensed, or otherwise exploited for any other purposes whatsoever without the prior written consent of the respective owner. You acknowledge and agree that any questions, comments, suggestions, ideas, feedback, or other information about the website or services, provided by you to us, are non-confidential and shall become the sole property of Trinity Therapy. You agree not to engage in the use, copying, or distribution of any of the content other than expressly permitted herein. You agree not to disable or otherwise interfere with security-related features of the website.

I have read, understand, and agree to the above Terms and Conditions.

Name: _____ Signed: _____ Date: ____/____/____

