

THE WELLNESS SHED: TERMS AND CONDITIONS

Applicable to: Reformer Pilates, Chiropractic Services, and Red Light Therapy

1. Definitions, Interpretation and General

1.1 In these Terms and Conditions, the following definitions apply:

Company means The Wellness Shed, including all services and trading names operated under it, including but not limited to JP Chiropractic and associated services.

Client means any individual who books, attends, or participates in any Services.

Member means any person who has completed and submitted a Registration Form and any Client holding a membership or class package.

Patient means any Client receiving Chiropractic or Red Light Therapy services.

Services means all offerings provided by the Company, including Reformer Pilates sessions, Chiropractic care, and Red Light Therapy.

Sessions means group classes, private sessions, workshops, or studio-based activities.

Appointments means Chiropractic or Red Light Therapy bookings.

App means the booking platforms used by the Company, Bsport for clients attending the studio and JaneApp for any patients booking the services offered.

Website means www.thewellnessshed.co.uk, www.jpchiropractic.co.uk and associated subdomains.

Privacy Policy means the Company's privacy policy available on the Website.

Registration Form means the form used to register in either application.

Studio refers to The Wellness Shed studio, reception area and facilities at Farmeco Community Care Farm, Screveton NG13 8JL.

Clinic refers to the treatment rooms, reception area and facilities at The Wellness Shed Farmeco Community Care Farm, Screveton NG13 8JL.

Terms and Conditions mean these terms and conditions.

User means any person using the website and booking apps.

Credits means prepaid units purchased individually or as part of a membership or package, which can be redeemed for Sessions as defined at the time of purchase.

1.2 References to the singular include the plural and vice versa.

1.3 These Terms and Conditions, together with the Privacy Policy and any applicable service-specific policies, constitute the entire agreement between the Company and the Client/Patient.

1.4 The Company reserves the right to amend these Terms at any time. Continued use of Services constitutes acceptance of the current version.

1.5 These Terms are governed by the laws of England and Wales.

2. Eligibility and Registration

2.1 Clients/Patients/Members must complete any required registration or intake forms prior to attending Services.

2.2 Clients must be aged 18 or over unless otherwise agreed in writing.

2.3 Patients under the age of 18 must be accompanied by a parent/guardian.

2.4 The Company reserves the right to refuse or terminate access to Services at its discretion.

3. Bookings and Payments

- 3.1 All Services must be booked in advance via the Website, App or by one of our team.
- 3.2 Payment is required at the time of booking for Reformer Pilates. For all other services a card is taken on file or a deposit charged and payment is settled following the appointment.
- 3.3 Prices are subject to change and are displayed on the Website or App.
- 3.4 Purchases are generally non-refundable, non-extendable and non-transferable, except where required by law or at the Company's discretion.

4. Cancellations, Late Arrivals and Attendance

- 4.1 A minimum of 24 hours' notice is required to cancel or reschedule Sessions or Appointments.
- 4.2 Late cancellations and missed bookings may be charged in full or deducted from credits.
- 4.3 Patients arriving late may receive a shortened Appointment. Entry may be refused to clients arriving more than 2 minutes late to class to limit disruption to the class and to avoid risk of injury.
- 4.4 Repeated non-attendance may result in refusal of future bookings.
- 4.5 Where the Company cancels a service/session, clients/patients will be notified via email and a refund or credit will be provided. The company is not responsible for additional costs incurred by the patient/client.
- 4.6 Cancellations must be made via the app, or contact with The Wellness Shed via phone, email or message.
- 4.7 Credits will not be refunded for missed classes, late cancellations, personal circumstances, or failure to attend.
- 4.8 The Company shall not be liable for failure to provide Services due to events beyond its reasonable control, including but not limited to illness, extreme weather, government restrictions, or utility failures.
- 4.9 The Studio may cancel under booked classes in which cases any member booked on to the affected class will be notified via email 2 hours before the class start time and the credit will be automatically refunded.

5. Memberships, Packages and Credits

- 5.1 Memberships and packages provide access to Services for a defined period. It is the patient/client's responsibility to ensure sufficient funds are available. Failed payments may result in suspension of access.
- 5.2 Credits must be used within their validity period stated on each Class Pass and do not roll over unless stated.
- 5.3 Memberships renew automatically. Cancellation terms will be specified at purchase.
- 5.4 Memberships and packages are non-transferable and may only be used by the named Client.
- 5.5 Refunds are not provided for unused Services, except where required by law or at the Company's discretion.
- 5.6 In exceptional circumstances (including medical reasons), the Company may offer a pause, extension, refund of credits or alternative arrangement at its discretion.
- 5.7 Where a refund is issued for prepaid chiropractic packages, the Company reserves the right to deduct a reasonable administration fee to cover processing costs. Unless otherwise stated, this fee is £25. Any sessions already used will be charged at the full standard rate, with the remaining balance refunded accordingly.
- 5.8 For chiropractic payment plans the patient must complete a Payment Plan agreement which includes a direct debit guarantee and the point of purchasing.

6. Clinic, Studio Access and Facilities

6.1 Access to facilities may vary and is subject to availability.

6.2 The Company reserves the right to restrict access for maintenance, safety, or operational reasons.

6.3 The Company may refuse entry where necessary for safety, conduct, or compliance.

7. Health, Safety and Participation

7.1 Clients must ensure they are fit to participate in Services and seek medical advice where appropriate.

7.2 Clients must disclose relevant medical information and update the Company of any changes.

7.3 Clients must not attend if experiencing illness that may pose a risk to others.

7.4 Participation in all Services is voluntary and undertaken at the Client's own risk.

8. Reformer Pilates (Studio Services)

8.1 Clients must follow all instructor guidance and safety instructions.

8.2 Grip socks must be worn during Sessions.

8.3 Instructors may modify, regress or restrict exercises where required. Not all instructors are qualified to work with pre/postnatal clients and clients may be required to attend specific classes or work with appropriately qualified instructors.

8.4 Participation may be refused if safety concerns arise.

8.5 Members must complete all required health screening forms (Waiver and PAR-Q) and disclose any relevant medical conditions, injuries, illness, pregnancy, or changes before participating in class.

8.6 The studio reserves the right to request written medical clearance prior to participation if there are concerns regarding the client's health or safety.

8.7 Members confirm they are physically fit to participate in classes and The Wellness Shed and have sought medical advice where appropriate.

8.8 Members must not attend if feeling unwell, experiencing contagious illness or presenting symptoms that may compromise safety.

8.9 Participation in classes is voluntary and undertaken at the Member's own risk.

9. Clinical & Therapeutic Services (Chiropractic & Red Light Therapy)

9.1 Medical Disclosure and Consent

- Clients must complete all required Intake Forms and provide accurate medical information.
- Failure to disclose relevant information may affect the safety and effectiveness of Services and may impact the Company's ability to provide appropriate care.
- Consent is ongoing and may be withdrawn at any time.
- The Company may require medical clearance before providing Services.

9.2 Chiropractic Services

- A full assessment will be conducted prior to chiropractic care.
- Chiropractic care may include manual therapy, rehabilitation advice, and lifestyle recommendations.
- Outcomes cannot be guaranteed.
- The practitioner may refuse or modify care where clinically appropriate.
- Clients may request a chaperone.

9.3 Red Light Therapy

- Red Light Therapy is a non-medical wellness service and does not replace medical care.
- Protective eyewear must be worn at all times.
- Session limits must be followed.
- Results are not guaranteed.
- Use may be refused where safety concerns arise.

9.4 Clinical Appointments

- A minimum of 24 hours' notice is required for cancellations.
- Late arrivals may result in reduced or cancelled Appointments.

9.5 Risk and Liability

- Clinical and wellness services carry inherent risks.
- Clients accept responsibility for participation.
- The Company is not liable where risks arise from undisclosed medical conditions.
- Nothing excludes liability for death or personal injury caused by negligence.

9.6 Safeguarding and Age Restrictions

- Additional safeguards apply for minors and vulnerable individuals.
- Red Light Therapy is restricted to individuals aged 18 or over.

9.7 Clinical Records and Confidentiality

- Records are stored securely and handled in accordance with data protection laws.

10. Conduct and Behaviour

10.1 Clients must behave respectfully at all times towards staff and other patients/members.

10.2 Aggressive, abusive, or inappropriate behaviour will not be tolerated.

10.3 The Company reserves the right to remove Clients from Services where necessary.

11. Hygiene and Safety

11.1 Clients must maintain appropriate hygiene and clean equipment after use as instructed.

11.2 The company reserves the right to refuse entry on safety or hygiene grounds.

11.3 Any accident, injury or adverse symptom occurring, during or immediately after a session or appointment must be reported to staff as soon as possible.

12. Personal Belongings

12.1 Personal belongings are brought at the Client's own risk. The Company accepts no liability for loss or damage.

13. Photography and Media

13.1 Clients must not photograph or film others without consent.

13.2 The Company may capture content for marketing purposes. Clients may opt out by notifying staff.

14. Limitation of Liability

14.1 Participation in Services involves inherent risks.

14.2 The Company is not liable for injury, loss, or damage except where required by law.

14.3 Nothing in these Terms excludes liability for death or personal injury caused by negligence.

14.4 Advice provided outside of Chiropractic consultations is for general wellbeing purposes only and does not constitute medical advice.

15. Complaints

15.1 Complaints or feedback should be submitted in email or writing.

15.2 Complaints will be handled professionally and confidentially.

16. Website Use

16.1 Use of the Website constitutes acceptance of these Terms.

17. Service-Specific Policies

17.1 Additional service-specific policies (including Clinical Policies for Chiropractic and Red Light Therapy and Studio Policies for Reformer Pilates) are available upon request or via the Website.

17.2 These policies form part of the overall agreement where applicable.

Agreement

By booking or attending any Services, Clients confirm that they have read, understood, and agreed to these Terms and Conditions.

Nothing in these Terms affects the Client's statutory rights under applicable consumer law.