



Terms of Use

Effective Date: 17/01/2025

At Pilates With Natalia, we are committed to creating a positive, inclusive, and supportive environment for all participants. This Code of Conduct outlines the behaviour expected from everyone engaging with our services, whether in-person or online.

1. Respectful Behaviour

All participants must:

- Treat instructors, staff, and fellow members with respect, kindness, and courtesy.
- Refrain from disruptive or disrespectful behaviour during classes or online interactions.
- Use constructive and supportive language in discussions, chats, or comments.

2. Inclusivity and Non-Discrimination

We embrace diversity and are committed to providing a safe space for everyone. Discrimination, harassment, or inappropriate behaviour based on race, gender, age, religion, sexual orientation, disability, or any other characteristic will not be tolerated.

3. Safety and Health

- Follow all instructions provided by the instructor to ensure safe participation in classes.
- Notify the instructor of any injuries, physical limitations, or health conditions before beginning a class.
- Do not push yourself beyond your physical limits; listen to your body and exercise responsibly.

4. Appropriate Attire and Equipment

- Wear comfortable, appropriate clothing for Pilates sessions.
- Use clean and safe equipment during classes. If attending in-person, bring personal items such as mats or towels unless otherwise provided.

5. Punctuality and Attendance

- Arrive on time for live classes or scheduled sessions.
- For online classes, ensure your setup is ready before the session begins to minimise disruptions.

6. Online Etiquette

For virtual classes and membership platforms:

- Keep your comments in chats or forums respectful and on-topic.
- Do not share or distribute any video links, access codes, or private content without permission.
- Avoid recording or taking screenshots of live sessions or other participants.

7. Prohibited Conduct

The following actions are strictly prohibited:

- Bullying, harassment, or verbal abuse of any kind.
- Sharing inappropriate, offensive, or explicit content in any forum or chat.
- Damaging or misusing equipment, property, or resources.
- Sharing login credentials or allowing unauthorised access to membership content.

8. Reporting Misconduct

If you witness or experience any behaviour that violates this Code of Conduct, please report it immediately to info@nataliapilates.co.uk All reports will be handled confidentially.

9. Consequences of Violations

Violations of this Code of Conduct may result in:

- A verbal or written warning.
- Temporary or permanent suspension from classes or membership.
- Termination of membership without a refund.
- Further action as deemed necessary by Pilates With Natalia

10. Commitment to Improvement

We are dedicated to maintaining a positive and supportive environment. Feedback on how we can improve the community experience is always welcome.

By participating in our classes and memberships, you agree to uphold this Code of Conduct. Lets work together to create a space where everyone can thrive!

Contact Information

For questions or concerns, reach out to us at:

Email: info@nataliapilates.co.uk

Website: www.nataliapilates.co.uk