**Terms & Conditions and General Policies**

Terms & Conditions

Memberships

1. All memberships (trial classes, class cards, subscriptions) are personal and non-transferable.
2. The trial class is a launching offer reserved for new members. It is valid once per child.
3. If you purchase your membership in one payment, the activation date will be the date of the first reserved class.
4. Willow members are allowed to bring guests to the studio if it is their first time at a Willow studio. The same guest cannot be invited twice in this case.

Booking Policy

1. Payment for all classes must be received before the scheduled class date to guarantee your spot.
2. Classes must be booked in advance. Classes can be booked online at the beginning of each semester:
* "Book Class" allows you to reserve a class.
* "Add to Waitlist" allows you to put your name on the waiting list in case the class is full.
1. You will receive a notification by email once you are confirmed (if you have enabled this setting in your Willow profile).
2. Your reserved spot is valid up to 5 minutes before the start of the class. Members who have confirmed their reservation are required to check in at the front desk before this time. After that, your reservation will be canceled, and any remaining spots will be offered to members waiting at the front desk.

Cancellation Policy

1. If you are unable to attend the scheduled class, please cancel your spot to make it available for others.
2. Cancellations must be made via the online booking system or mobile app at least 24 hours before a class.
3. Cancellations will not be accepted by phone or email.
4. Class card holders will have one class deducted from their card.

Make-up Policy

If you have enrolled your child in a Willow subscription, to allow your child to progress continuously, we offer the possibility to organize a make-up session, subject to availability, for any previously canceled session and according to the conditions mentioned above under the Cancellation Policy.

Your child will be able to make up for a missed session provided they have been notified at least 24 hours in advance of their absence. Missed sessions can be made up until the end of the current semester. Canceled sessions are neither refunded nor rescheduled. If you do not attend a reserved make-up session, it will be lost permanently.

Refunds

All purchases at Willow are final.

Privacy and Security Policy

1. The information published on this website is intended for the use of its visitors, and we inform you that, although we have taken care to ensure technical and factual accuracy, some errors may occur. No guarantee is given as to the accuracy or completeness of the information contained in these pages.
2. Please note that Willow may from time to time modify the information on its website.
3. Willow cannot be held responsible for the use by any party of the information contained on this website.
4. Willow does not warrant that the site, its content, or the hypertext links are virus-free or uncontaminated. It is recommended to perform your own virus checks and to implement your own precautions in this regard. Willow excludes all liability in the event of contamination or damage caused by a virus or electronic transmission.

Commitment to Data Security

1. Your personally identifiable information is kept secure.
2. Only authorized employees, agents, and contractors (who have agreed to keep information secure and confidential) have access to this information.
3. All emails and newsletters from our sites allow you to opt-out of further mailings.
4. Willow will never sell, rent, exchange or share your personal information with any other person, company or organization.

Terms and Conditions

1. Fees may increase from time to time to reflect increases in costs and benefits.
2. If memberships require payments to be made in multiple installments, the applicant agrees that these payments will be made by credit or debit card on the predetermined dates in the service contract.
3. It is the member's responsibility to settle any unpaid participation in a class, workshop, or other event on the Willow site. Willow reserves the right to suspend the member's membership until the unpaid participation is settled.
4. Gift cards can be exchanged for courses, subscriptions, or products. They cannot be exchanged for cash.
5. To register or purchase from the Willow online booking system and attend regular classes, you must be over two (2) years old and under thirteen (13) years old.
6. You must ensure that the data you provide when registering or at any time is accurate and complete.

General Policy

Internal Rules

In the lobby, as well as at the entrance and exit of our establishment, children are under the responsibility of the accompanying adult. Willow (Child's Pause SRL) will not be held responsible in case of loss or theft.

Access to the practice room is exclusively reserved for children enrolled in the current session. In the context of Parent/Child sessions, the child is accompanied by only one adult.

Attire

To ensure the safety of your children, it is necessary to provide them with appropriate attire: in the practice room, children must be barefoot and in comfortable or sports attire. Any adult who enters the gym is requested to remove their shoes (socks allowed for adults). For safety reasons, please ensure that long hair is tied back. Jewelry, food, drinks, and chewing gum are not allowed in the room.

Code of Conduct

Willow's philosophy is individualized and works according to the accountability of each individual. If a child is a danger to themselves and/or others, we will try to find a solution with the parents. If the behavior persists or other undesirable behaviors develop, we reserve the right to temporarily interrupt their participation.

Liability Waiver

By attending classes at Willow, you agree that neither you, nor your heirs, nor your assigns, nor your legal representatives will bring any lawsuit or claim of any kind against Willow or its members for any bodily injury, property damage/loss, whether caused by negligence or otherwise. Willow is not responsible for the safekeeping of your property.

This document was last updated on September 5th, 2022.