



# TERMS & CONDITIONS & FREQUENTLY ASKED QUESTIONS

FORM Reformer Studio.be

## 1. Purpose

These Terms & Conditions govern access to, use of, and purchase of all services offered by FORM Reformer Studio, including Pilates Reformer sessions, Mat Pilates, Yoga, access to the stretching room, as well as related products, drinks and events.

Any registration, booking or participation implies full and unconditional acceptance of these Terms & Conditions.

## 2. Cards, Memberships & Validity

All cards and memberships (One Shot, multi-session cards, FORM ALIGN, FORM EVOLVE, FORM RELEASE, unlimited memberships, etc.) are personal, non-transferable and valid for the duration specified at purchase (from 1 to 12 months depending on the plan).

Cards: validity starts on the first booking

Memberships: validity starts on the billing date

Once the validity period has expired, unused sessions are lost

No refund, extension or suspension will be granted, except in exceptional cases approved by the studio (medical reasons)

Prices are expressed in euros, all taxes included.

FORM Reformer Studio reserves the right to modify its prices at any time.

The price in force at the time of purchase shall apply.

## 3. Unlimited Memberships – Specific Rules

Unlimited memberships are subject to fair use and respect of the booking system.

Memberships are billed monthly according to the selected plan

In case of late or failed payment, access to the studio and booking platform is immediately suspended until full payment is received

Automatic renewal applies at the end of the commitment period unless cancelled within the required notice period

Respect of the schedule

For unlimited memberships only:

More than 3 late cancellations or no-shows within the same week will result in a 7-day suspension of booking access

## 4. Bookings & Cancellations

All bookings must be made exclusively online via the FORM website or application

Bookings are mandatory; walk-ins are not accepted

Cancellations must be made at least 12 hours before the session start time

Any late cancellation or no-show results in the automatic deduction of one session

FORM Reformer Studio reserves the right to modify the schedule, replace a teacher or cancel a session if necessary (maintenance, absence, force majeure, etc.)

## 5. Access & Conduct

Access is reserved for members with a valid card or membership

Appropriate attire is required

Non-slip socks are mandatory for all sessions

A personal towel is required

Participants are expected to clean the equipment after use  
Out of respect for the teacher and other participants, members are asked to arrive 10–15 minutes before the session  
Respect for the teachers, equipment, premises and other members is mandatory  
FORM Reformer Studio reserves the right to suspend or deny access in case of inappropriate, unsafe or disrespectful behavior.

## **6. Health & Responsibility**

Each participant declares being physically fit to practice Pilates, Yoga or any activity offered by the studio and agrees to inform the team of any injury, medical condition, pain or pregnancy before the session.  
Participation is under the sole responsibility of the participant  
FORM Reformer Studio, its teachers and partners cannot be held liable for injury, accident or bodily harm, except in cases of proven gross negligence or intentional fault  
The use of equipment is permitted only during supervised sessions or with studio authorization

## **7. Personal Belongings**

Lockers and storage areas are available, but personal belongings remain under the sole responsibility of the participant.  
FORM Reformer Studio cannot be held liable for loss, theft or damage.

## **8. Products, Drinks & Allergies**

Some drinks or food products sold at the studio may contain allergens such as gluten, soy or nuts.  
Participants are responsible for informing the team of any allergies.  
Cosmetic products (including Little Farm Cosmetics) contain natural ingredients that may cause reactions for sensitive skin. A patch test is recommended before use.

## **9. Gift Cards & Shop**

Gift cards are non-refundable, non-transferable and valid for 12 months from the date of purchase.  
They may be used to book sessions or purchase products and drinks at the studio.

## **10. Data Protection**

Personal data is collected and processed in accordance with GDPR regulations.  
Data is strictly confidential and never shared without consent.  
Participants may request access, correction or deletion of their data at any time.

## **11. Exceptional Closure**

In the event of temporary closure due to force majeure, administrative decision or works, FORM Reformer Studio may suspend its activities without compensation.  
A validity extension may be granted upon request, at the studio's discretion.

## **12. Applicable Law**

These Terms & Conditions are governed by Belgian law.  
Any dispute shall fall under the jurisdiction of the competent courts.

# FREQUENTLY ASKED QUESTIONS

## **WHAT IS FORM REFORMER STUDIO?**

FORM is a space dedicated to conscious movement, breath and well-being. We offer Pilates Reformer, Mat Pilates, Yoga, and occasional thematic workshops. Our mission is to help you reconnect with your body, breath and energy in a supportive, inspiring and mindful environment.

## **Who can practice at FORM?**

Everyone.

All sessions are open to all levels, from complete beginners to advanced practitioners. Our teachers adapt the practice to your level, energy and needs.

## **SESSIONS & BOOKINGS**

### **How do I book a session?**

All bookings are made online only via our website or app.

You can access the full schedule, availability and manage your bookings from your personal account.

Can I attend without booking?

No. Booking is mandatory, as places are limited, especially on Reformer machines.

### **How do I cancel a session?**

Cancellations must be made via your online account at least 12 hours before the session.

What happens if I cancel late or don't show up?

Any late cancellation (less than 12h) or no-show results in the automatic deduction of one session.

### **Unlimited memberships:**

If you exceed 3 late cancellations or no-shows within the same week, your booking access will be suspended for 7 days.

### **Can I transfer my session to someone else?**

No. All cards and memberships are personal and non-transferable.

## **CARDS, MEMBERSHIPS & VALIDITY**

### **When does validity start?**

Cards: on the first booking

Memberships: on the billing date

Unused sessions are lost once the validity period expires.

Can I pause or get a refund?

Cards and memberships are non-refundable and non-transferable, except in exceptional cases approved by the studio (medical reasons).

What happens if a payment is late?

Any late payment leads to an immediate suspension of studio and booking access until full payment is received.

## PRICES & PAYMENTS

### How can I pay?

Online via the booking platform  
At the studio by card  
Payments are made in full or in monthly instalments, depending on the plan.

### Can prices change?

Yes. Prices may be adjusted at any time.  
The price applied is the one valid at the time of purchase.

## FORM SPACES

### What is the stretching room?

A calm space to stretch, relax or extend your practice.  
Access is included in all cards and memberships,  
during their validity period and subject to availability.

### Can I come just to stretch?

The stretching room is reserved for active members,  
before or after their session.

## DRESS CODE & HYGIENE

### What should I wear?

Comfortable, fitted clothing allowing free movement.  
☒ Non-slip socks are mandatory for all sessions.  
☒ Please bring your own towel.  
Do I need to clean the equipment?  
Yes. All participants are expected to clean the equipment after use.

### What time should I arrive?

Out of respect for the teacher and other participants,  
please arrive 10–15 minutes before your session.

## HEALTH & SAFETY

### I'm injured or pregnant – can I practice?

Yes, depending on the situation.  
Please inform the team before the session so exercises can be adapted if needed.

### Can I use the machines freely?

No. Equipment may only be used during supervised sessions  
or with studio authorization.

## ALLERGIES & PRODUCTS

### Do wellness drinks contain allergens?

Some drinks may contain gluten, soy, nuts, etc.  
Please inform the team of any allergies.

### What about cosmetic products?

Little Farm Cosmetics products contain natural ingredients  
(essential oils, plant-based actives).  
A patch test is recommended for sensitive skin.

## PERSONAL BELONGINGS

### Can I leave my belongings at the studio?

Storage areas are available, but personal items remain your responsibility.  
The studio is not liable for loss, theft or damage.

## GIFT CARDS & SHOP

### Do you offer gift cards?

Yes. Gift cards (€20, €30, €50, €100) are available.  
They are valid for 12 months, non-refundable,  
and usable for sessions, products or drinks.

### What can I find in the FORM shop?

Little Farm Cosmetics products  
Practice accessories  
Wellness drinks and healthy snacks

## DATA & PRIVACY

Is my data protected?

### Yes. Your personal data is confidential and handled in compliance with GDPR.

You may request access, modification or deletion at any time.

## EXCEPTIONAL CLOSURE

### What happens if the studio closes temporarily?

In case of force majeure, administrative decision or works,  
the studio may suspend activities without compensation.  
A validity extension may be granted upon request, at the studio's discretion.

## IN A NUTSHELL

FORM is a place of movement, respect and balance.  
We move, breathe and grow — together, mindfully and with pleasure