

FLOWFORM PILATES & YOGA STUDIO

Terms & Conditions

Effective Date: 1st March 2026

Location: Mega City Mall, Kisumu

1. General Agreement

By booking, attending, or purchasing any service at FLOWFORM Pilates & Yoga Studio, you agree to comply with these Terms & Conditions. FLOWFORM reserves the right to update these terms at any time.

2. Booking & Payments

All classes must be booked in advance. Full payment is required prior to attending any session. All payments are non-refundable and non-transferable. Packages must be used within their validity period. Expired packages will not be extended.

3. Cancellation Policy

Cancellations must be made at least 12 hours before class time. Late cancellations or no-shows will result in the session being deducted. Private sessions require 24 hours notice.

4. Studio Etiquette

Shoes must be removed and stored in the designated rack. No food or drinks allowed except sealed water bottles. Phones must be on silent. Arrive 10 minutes before class. Late entry may not be permitted.

5. Health & Safety

Clients must disclose injuries, pregnancy, or medical conditions before class. Participation is at your own risk. FLOWFORM is not liable for injuries resulting from failure to follow instructions. Consult a medical professional before starting any fitness program.

6. Women's Safe Space Policy

FLOWFORM is committed to maintaining a safe and empowering environment for women. Harassment, discrimination, or inappropriate behavior will result in immediate removal without refund. Confidentiality and privacy are strictly respected.

7. Membership & Packages

Packages and memberships are non-transferable. Memberships cannot be paused unless medically certified. Pricing may change without notice.

8. Personal Belongings

FLOWFORM is not responsible for lost, stolen, or damaged items.

9. Photography & Media

The studio may take photos/videos for marketing purposes. Clients may opt out by informing management.

10. Liability Waiver

By participating in classes, you acknowledge the risks associated with physical exercise and agree not to hold FLOWFORM, its directors, or instructors liable for injury, loss, or damages.