



'Helping You Fulfill Your Body's Potential'

## **Pilates Heaven Studio**

### **Our Terms & Conditions**

Memberships and Pilates Activities are provided and managed by Pilates Heaven Ltd. These terms and conditions ('Terms') set out the agreement between Pilates Heaven Ltd, ('Us', 'We', 'Our') and Members ('You', 'Your', 'Them', 'Their', 'They') using our studio ('Our Facility') to participate in our Pilates Classes ('Our Activities') operated by Pilates Heaven Ltd.

When You actively click the box on Our website, You are stating that You agree to Our Terms. If Terms are updated, We update them on Our website and We send a copy of the updated Terms to existing Members by email. Existing Members are asked to sign to say that They agree to the updated Terms. When Terms are agreed to, either by actively ticking the box on Our website or signing, You are communicating Your intent to accept Our Terms and this facilitates a legally enforceable contract. In agreeing with Our Terms You are not relying on any promise, assurance, statement, representation, warranty or understanding except as expressly provided within these Terms.

If You do NOT wish to agree to Our Terms, You should NOT actively click the box on Our website.

If You do NOT wish to agree to updated Terms, You should NOT sign.

Our Terms aim to:

- Provide availability and access to Our services for all Members.
- Provide an environment that enables Members to exercise safely and effectively.

# 1 Applying for Membership

- a) Membership is subject to availability and authorisation.
- b) Persons applying for membership must be at least 18 years of age.
- c) Our automated online booking and class credit systems mean that We cannot guarantee 'Women only' classes.
- d) We only provide sole Memberships and use of Our Facility is restricted to Members only, in accordance with Their Membership type: Precision or FlexiClass.
- e) All Memberships are non-transferable. You must NOT allow anyone else to have access to Our Activities and Facility.
- f) To attend Our Activities, You must set up an account on Our website, choose a Membership type, including class day/time if appropriate, pay a Membership joining fee and book and pay for an introductory session. No-one may attend any of Our Activities without becoming a Member (paying a joining fee) and without attending an introductory session. You CANNOT rearrange an introductory session once booked and there is NO refund of fees whatsoever if You don't attend an introductory session You have booked (see 7a).
- g) Once You have chosen a Membership type, and class day/time if appropriate, this cannot be changed until at least one month after Your first subscription (see 1m).
- h) An introductory session not only serves as a taster session but also enables Us to identify any issues, including health and safety concerns, that may preclude You from further participation in Our Activities.
- i) If any issues, including health and safety concerns, present at the introductory session, and in Our considered opinion, We cannot approve further participation in Activities at Our Facility (see 9f & 12e), We will cancel Your Membership with immediate effect (see 4h). There is no recourse to refunds whatsoever pertaining to fees already paid (see 7b).
- j) If NO issues, including health and safety concerns, present at the introductory session, We will approve further participation in Activities at Our Facility and Your first monthly subscription will be due on the 1<sup>st</sup> of the month.
- k) There is a 14-day cooling off period between the introductory session and the due date of Your first monthly subscription (see 7b). During this time, if You wish to cancel Your Membership, You must notify Us by email (see 8e) **no later than the last day of the month in which Your introductory session took place**. If notification is received within this period, We will remove Your account from Our system rendering Your Membership cancelled (see 4g). You may reapply for Membership at any time following the same procedure as before (see 4i).
- l) There is only one attempt at taking payment for monthly subscriptions on the 1<sup>st</sup> of the month, and **if any payment including your first payment is declined** for any reason (see 4c) Your Membership is cancelled with immediate effect (see 4g).
- m) **After one month's membership**, You may change Your Membership type or class day/time in accordance with Our Terms (see 2h, 2i & 3g).
- n) As a Member,
  - o You have access to Our online booking & class credit systems.
  - o You can purchase private lessons, additional credits if You want to attend more Activities than Your Membership permits, and Pilates socks.
  - o You will receive Our bi-monthly newsletter and a monthly health resource from Us by email.
  - o You should NOT turn up unexpectedly to any Activities. You must be booked into an Activity either as a Precision Member registered to a class, or by means of using a credit using Our online booking & class credit systems.

## 2 Precision Membership

- a) Upon receipt of a monthly subscription due on the 1<sup>st</sup> of the month, You are registered to a designated class of Your choice guaranteeing You a place in that class all the time You are a Member of Our Facility.
- b) You are expected to maintain an average attendance rate of **at least 50%** over a rolling period of 4 consecutive months **attending Your designated class**. Attending other classes does not count towards the 50% average attendance rate.
- c) If You cannot commit to the attendance criterion for Precision Membership (see 2b), and You have been advising absences and booking other classes, You should consider either changing Your designated class (see 2h) or changing to FlexiClass Membership (see 2i).
- d) If you cannot commit to the attendance criterion for Precision Membership (see 2b) and You have NOT been advising absences, You should consider cancelling Membership (see 4e).
- e) Membership cannot be suspended nor deferred, so if You do NOT wish to pay monthly subscriptions during a period of prolonged absence, You should cancel Your Membership (see 4e).
- f) In cases of prolonged absence, We recommend that You contact Us if:
  - o You know that You will be incurring absence for a period of at least 3 consecutive weeks at some time in the future.
  - o Something unexpected prevents you from attending Your class for a period of at least 3 consecutive weeks.
- g) In exceptional circumstances, We may feel it is appropriate to exempt a Member from their attendance criterion (see 2b) for a set period arranging a mutually agreed plan of action whilst They cannot attend Our Facility.
- h) Changing Your designated class is subject to availability and cannot be done with immediate effect. You may have to wait until at least the next payment renewal date. Whilst waiting to be registered to another class, You can either continue attending the class You are currently registered to or You can use the class credit system to advise absences for that class and attend any other class using the online booking system.
- i) You may request to change to FlexiClass Membership, subject to availability. If You wish to start from the next payment renewal date Your request to change must be received **no later than 20.30 hours on the 20<sup>th</sup> of the month**. If not, You will have to wait until the next payment renewal date. Once FlexiClass Membership is confirmed, You will be subject to the Terms of FlexiClass Membership.
- j) You must comply with Our Terms concerning the online booking & class credit systems (see section 5).
- k) You may purchase additional credits if you wish to attend more classes than Your Membership type permits. Any additional credits that You purchase cannot be used in lieu of or put towards monthly subscriptions. They may only be used for booking of classes using the online booking system (see section 5) or as part payment of private tuition (see 6b).
- l) We reserve the right to cancel Membership if any issues, including health and safety concerns, present during Membership and We cannot approve further participation in Activities at Our Facility (see 9f & 12e) or a Member does not comply with all or any part of these Terms. Such action will always be a last resort. Depending upon the reason for cancelling Membership, when We cancel Membership, we may remove Your account from Our system at the next subscription renewal allowing access to Our Activities & Facility until the next renewal, or we may remove Your account from Our system with immediate effect preventing access to Our Activities & Facility instantly.

### 3 FlexiClass Membership

- a) Upon receipt of a monthly subscription due on the 1<sup>st</sup> of the month, You receive 4 PH credits (applied to Your account on 2<sup>nd</sup> of the month) that You may use to book classes using our online booking system. Booking guarantees a class place.
- b) You are expected to attain an average attendance rate of **at least 50%** over a rolling period of 4 consecutive months **attending any classes** of your choice.
- c) If You cannot commit to the attendance criterion for FlexiClass Membership (see 3b), You should consider changing to Precision Membership (see 3g) if you think this might improve frequency of attendance or You should consider cancelling Your Membership (see 4e).
- d) Membership cannot be suspended nor deferred, so if You do NOT wish to pay monthly subscriptions during a period of prolonged absence, You should cancel Your Membership (see 4e).
- e) In cases of prolonged absence, We recommend that You contact Us if:
  - You know that You will be incurring absence for a period of at least 3 consecutive weeks at some time in the future.
  - Something unexpected prevents you from attending Your class for a period of at least 3 consecutive weeks.
- f) In exceptional circumstances, We may feel it is appropriate to exempt a Member from their attendance criterion (see 3b) for a set period arranging a mutually agreed plan of action whilst They cannot attend Our Facility.
- g) You may request to change to Precision Membership, subject to availability. However, this cannot be done with immediate effect, and You may have to wait until **at least** the next payment renewal date. Whilst waiting to be registered as a Precision Member, Your FlexiClass Membership will continue. During this time, You should continue to use the online booking system and use credits to book any classes.
- h) You must comply with Our Terms concerning the online booking & class credit systems (see section 5).
- i) You may purchase additional credits if you wish to attend more classes than Your Membership type permits. Any additional credits that You purchase cannot be used in lieu of or put towards monthly subscriptions. They may only be used for booking of classes using the online booking system (see section 5) or as part payment of private tuition (see 6b).
- j) We reserve the right to cancel Membership if any issues, including health and safety concerns, present during Membership and We cannot approve further participation in Activities at Our Facility (see 9f & 12e) or a Member does not comply with all or any part of these Terms. Such action will always be a last resort. Depending upon the reason for cancelling Membership, when We cancel Membership, we may remove Your account from Our system at the next subscription renewal allowing access to Our Activities & Facility until the next renewal, or we may remove Your account from Our system with immediate effect preventing access to Our Activities & Facility instantly.

#### 4 **Payments including Cancellation of Membership**

- a) There is only one payment method, registering a valid debit or credit card on Your account with a valid expiry date.
- b) You only need register a debit or credit card once. After that, monthly subscriptions will be taken from the registered card on a recurring basis on the 1<sup>st</sup> of the month. One-off payments for other services will be taken from the registered card upon purchase.
- c) You are solely responsible for the management and security of Your payment method on Your account to ensure all payments are accepted. A payment will NOT be accepted if there are insufficient funds, or a debit or credit card has expired or has been stopped for any reason and You have not registered another valid debit or credit card as Your payment method.
- d) There is only one attempt at taking payment for monthly subscriptions on the 1<sup>st</sup> of the month, and **if any payment including your first payment is declined** for any reason (see 4c) Your Membership is cancelled with immediate effect (see 4g). Your only recourse to resuming Activities at Our Facility is to reapply for Membership (see 4i).
- e) **If You wish to cancel Your Membership**, You must arrange cancellation of payment of Your monthly subscription **by notifying Us by email** (see 8e) **no later than 20.30 hours on the 20<sup>th</sup> of the month** to allow sufficient time for Us to stop the next renewal being taken. You cannot cancel payments via Your account nor via Our merchant, Stripe. Failure to meet this deadline will result in payment for the next renewal being taken in which case You can continue to attend Activities at Our Facility or, in the case of Precision Membership, if You do not wish to attend Your designated class, as a matter of courtesy to Members You should advise absences to release Your class place.
- f) **If notice to cancel payment is provided no later than 20.30 hours on the 20<sup>th</sup> of the month**, You may continue to attend Our Activities & Facility until the next renewal at which point, no further payments will be taken and Your Membership will be cancelled (see 4g). During this period, as a matter of courtesy to Members, a Precision Member should advise absences to release Their class place if They do NOT wish to continue attending Their designated class.
- g) When Membership is cancelled, all privileges and rights are removed. Your account including all personal information is removed from Our system; You are removed from any auto-enrolment; Your credits are removed. There is no recourse under any circumstances to refund of a joining fee, an introductory session fee, a subscription, credits (accrued or purchased), or any outstanding private lessons.
- h) We reserve the right to cancel Membership if any issues, including health and safety concerns present either at an introductory session or during Membership and We cannot approve further participation in Activities at Our Facility (see 9f & 12e) or a Member does not comply with all or any part of these Terms. Such action will always be a last resort. Depending upon the reason for cancelling Membership, when We cancel Membership, we may remove Your account from Our system at the next subscription renewal allowing You access to Our Activities & Facility until the next renewal, or we may remove Your account from Our system with immediate effect preventing You from accessing Activities at Our Facility instantly.
- i) If You wish to resume Activities at Our Facility, no matter for how long Membership is cancelled, You must reapply for Membership on Our website (see 1f)

## 5 Online Booking & Class Credit Systems

- a) To maximise class usage, all Members are expected to release class places when They cannot attend Their designated class (Precision) or when They cannot attend a class that They have booked using a credit (Precision & FlexiClass).
- b) Members access the online booking & class credit systems by means of Their account. The class credit system facilitates the release of class places. Class places cannot be released in any other way. Within the class credit system, there is an integrated online booking system that enables all Members to book classes using credits. Classes cannot be booked in any other way. Absences can be advised, and classes booked **from 1<sup>st</sup> of the month for that month only**.
- c) A credit is awarded automatically each time a Member releases a class place meeting a cut off time either by advising an absence when They cannot attend Their designated class (Precision Membership) or cancelling a class that has been booked with a credit but cannot be attended (Precision & FlexiClass Membership). See cut off times below.
- d) A credit is deducted automatically each time a class is booked.
- e) A credit is forfeited each time an absence is not advised or is advised after the cut off time, and each time a class that has been booked but cannot be attended is not cancelled or is cancelled after the cut off time.
- f) Credits are applied manually if They are awarded as prizes.
- g) Precision Members receive credits automatically whenever the studio is closed for holiday breaks and bank holidays.
- h) FlexiClass Members do NOT receive credits when the studio is closed for holiday breaks and bank holidays.
- i) An absence advised by a Precision Member may be reversed if They can attend. The same credit that was applied when the absence was advised will be refunded.
- j) All credits have expiry dates (6 months). If more than one credit is applied at the same time, all the credits applied have the same expiry date.
- k) Credits are automatically removed from a Member's account on the date of expiry with no recourse to refund whatsoever.
- l) Subject to availability of credit, one credit is automatically removed from a Member's account at the point of payment when paying for a private lesson with no recourse to refund of that credit under any circumstances should a lesson be cancelled, irrespective of notice given.
- m) To safeguard the integrity of class places, Members are at risk of losing a designated class place or having Their Membership cancelled by Us if They do NOT release a class place or They do so but miss a cut off time on 5 separate occasions or more over a rolling period of 4 consecutive months.
- n) You are solely responsible for the management of Your credits on Your account. Your credits will be listed showing each expiry date with the oldest credits at the top. When using credits, oldest ones will be used first.
- o) The value of a credit is £10.00.
- p) All credits are non-transferable, non-refundable, cannot be exchanged for cash under any circumstances, cannot be used in lieu of or put towards a monthly subscription, and cannot be used in lieu of full payment of a private lesson.

### Cut Off Times – all cut off times apply to all days of the week

- **Daytime sessions up to 12.00:** 08.00 on the day the class is due to take place.
- **Evening sessions from 16.30:** 16.00 on the day the class is due to take place.

## 6 Private Tuition

- a) Private tuition is subject to separate terms and conditions which are provided to Members upon booking.

## 7 Refunds

- a) There is NO refund of any fees paid should someone pay a joining fee and book and pay for an introductory session if, for any reason, They cannot attend an introductory session They have booked. Introductory sessions cannot be rearranged. If You do NOT attend the introductory session, the only recourse is to repeat the online induction process incurring the cost of another joining fee and another introduction session.
- b) In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, after attending a reformer introduction, there is a 14-day cooling-off period before the first monthly subscription is collected on the 1<sup>st</sup> of the month during which time You may cancel Your Membership (see 1k).
- c) Any course of action concerning refunds is at Our sole discretion. Upon cancellation of Membership, there is no recourse under any circumstances to refund of a joining fee, an introductory session fee, a subscription, credits (accrued or purchased), or any outstanding private lessons.
- d) There may be circumstances whereby a refund is allowable (such as the cancellation of a private lesson with sufficient notice) and in such cases the refund will incur a fee of £5 to cover administrative & financial costs.
- e) There may be occasions when it is appropriate for Us to provide a refund (possibly waiving the refund charge) and We reserve Our right to do so on such occasions.

## 8 Security of Your Account, Communication & Privacy

- a) Members are solely responsible for the management and security of Their Membership account. This includes updating changes in personal details, **except for Your email address**, updating payment methods when necessary, resetting a password, managing credits, and making purchases such as private tuition or Pilates socks.
- b) Your email serves as both Your login and is the address to which all communication from Us will be directed. To change Your email, You must contact Us by email and We can change it for You and You must use this new address for both login and communication purposes.
- c) You must NOT divulge Your password to anyone else. If You forget Your password, You can reset it. For security reasons, We recommend that You use a strong password and that You change it regularly.
- d) In connection with Your Membership, there are certain email, letter and SMS communications which are necessary for Us to send to You to keep You fully informed of any operational issues at Our Facility.
- e) All communications from You to Us concerning Membership should be by email.
- f) All personal data is collected, processed, and stored in accordance with Our privacy policy for the purposes of performing Our contractual obligations to Members and Members cannot opt out of these communications.
- g) Our finance merchant, Stripe, is solely responsible for the storage, safekeeping, and security of Your password and debit/credit card details. We have no access to Your password nor Your debit/credit card details. You can access Stripe privacy policy using this link <https://stripe.com/gb/privacy>
- h) We are committed to protecting and respecting the privacy of all those who use Our website and Our Facility in line with the EU General Data Protection Regulation. In compliance with

legislation regarding GDPR, a copy of our privacy policy is available at Our Facility and on Our website <https://www.pilatesheavenuk.com/privacy-policy/>

## **9 Health and Safety including Attire & Evacuation Procedure**

- a) We are committed to the welfare of staff and Members using Our Facility.
- b) All staff have appropriate qualifications including First Aid and are committed to ongoing training.
- c) All accidents and incidents at Our Facility are recorded and kept on file.
- d) A first aid box is available in the exercise studio.
- e) If You have any concerns about starting Activities with Us, You should seek medical guidance from Your GP, midwife during pregnancy, or any other appropriate medical professional.

**Those who can be reasonably sure that it is safe to participate in Pilates' exercise without seeking medical approval are:-**

- Anyone aged over 15 and under 65.
- Anyone who answers 'no' to all the questions on the PARQ.

**Those who should seek medical approval are:-**

- Anyone aged under 15 and over 65.
  - Anyone who answers 'yes' to any of the questions on the PARQ.
  - Anyone who is unsure whether physical exercise is suitable for them.
  - Anyone who thinks they may be pregnant.
- f) You must complete a Physical Activity Readiness Questionnaire (PARQ) at an introductory session. You should disclose any known health conditions on the PARQ. Whilst Modified Pilates is appropriate for injury and/or health conditions (including pregnancy), there may be circumstances when We consider that participation in Our Activities is NOT safe for You, and We will NOT approve further participation advising You to seek medical advice from a medical practitioner if You have not already done so. There may be occasions when We do NOT consider that participation in Our Activities is safe even if You are undergoing medical treatment and We reserve the right NOT to approve further participation in Our Activities.
  - g) Mums-to-be must complete an additional PARQ relating specifically to pregnancy. Mums who have given birth will be expected to complete an additional PARQ relating specifically to post-pregnancy.
  - h) A PARQ must be updated if there are any changes in health and PARQs are updated annually.
  - i) You must comply with Our Studio Rules displayed in the exercise area at Our Facility and other information provided throughout the Facility concerning health and safety. Your attire should be appropriate for Pilates Activities (see Attire below).
  - j) We have a strict policy concerning mobile phones. Modified Pilates' exercise is not contraindicated for anyone with any of the following conditions ADD, ADHD, epilepsy, seizures, schizophrenia, and brain disorders. When participating in Pilates' exercise, the environment should be quiet, tranquil, and free from distraction. Any sudden noise may adversely affect anyone with any of the above disorders resulting in possible seizure, and therefore mobile phones should NOT be brought into the exercise area and must be left in lockers if brought to the studio.
  - k) In the case of seizures, it is safe to exercise if seizures are medically controlled and there have been no seizures for a period of at least 6 months. If You have a history of seizures but no longer require medication, You may exercise only if there have been no seizures for a period of at least 6-12 months.
  - l) You should comply with all exercise advice provided, including modifications to exercise movements. When exercising, You should expect to feel some discomfort initially



especially if fitness levels are lacking, but You should stop performing a movement if You feel pain and We advise that You seek medical advice.

- m) You should not exercise if You feel unwell, including headaches, colds, coughs, sneezes, high temperature, influenza, Covid-19 symptoms, nausea, diarrhoea, or any other illness, or if You are taking medication to relieve such symptoms.
- n) During an exercise session, You should cease exercising immediately if you start to feel unwell or you must take medication. Medication should only be taken if it is prescribed by or on the advice of a GP or an appropriate medical practitioner.
- o) We reserve the right to cancel Membership if any issues, including health and safety concerns present either at an introductory session or during Membership and We cannot approve further participation in Activities at Our Facility or a Member does not comply with all or any part of these Terms. Such action will always be a last resort. Depending upon the reason for cancelling Membership, when We cancel Membership, we may remove Your account from Our system at the next subscription renewal allowing access to Our Activities & Facility until the next renewal, or we may remove Your account from Our system with immediate effect preventing access to Our Activities & Facility instantly.

## **Attire**

- Clothing appropriate for fitness activities should be worn including leggings (long or 3/4 length) or cycling shorts.
- Medium to long length hair must be tied up.
- Head coverings may be worn for medical or religious reasons (scarves, beany hats, turbans or any other religious head covering) in such a way that the item of clothing does not endanger the wearer when using machines and equipment at Our Facility.
- Pilates socks must always be worn. Pilates socks should be fit for purpose offering sufficient grip. Members who wear worn out socks providing little, or no grip at all, do so at Their own risk and We cannot be held responsible for any accidents caused as a result. Members should purchase new socks if Their socks are no longer fit for purpose, are worn out and/or have lost their grip.
- For safety purposes when using machines and equipment at Our Facility, We do advise the wearing of fitness or Pilates gloves. Gloves should be fit for purpose offering sufficient support and grip.
- For reasons of health and safety and protection of equipment, when using Our apparatus and equipment including reformers, **the following should NOT be worn:**
  - Baggy clothing.
  - Jeans or fitted trousers even if they are made of stretch material.
  - Items of clothing that have zips, buttons, or any form of embellishment.
  - Scarves tied around necks (except for those worn for religious purposes). Scarves worn for religious purposes should be such that they do not endanger the wearer when using any machines and equipment in the studio.
  - Belts.Jewellery. Stud earrings only.

## **Our Evacuation Procedure**

- In the event of an emergency, Members are requested to leave the studio quickly and calmly, using the emergency fire exits. Do not prolong leaving by collecting possessions. Congregate at the pay and display car park behind The Harvester public house at the end of Gate Lane. The lesson signing-in sheet will be used to account for everyone. Everyone should remain at the car park until everyone has been accounted for and emergency

services have advised what to do. No-one should re-enter the building until emergency services have advised it is safe to do so.

## **10 Grievances/Complaints**

- a) We aim to provide quality experiences for Our Members, but We acknowledge that there may be times when We don't get everything right. Members who have concerns or complaints should talk to Us in person so that We can attempt to come to an amicable resolution, wherever possible. On all matters, We have the final decision and further correspondence will not be entered into in relation to any decision(s) made.

## **11 Public Liability**

- a) We accept no liability for actions of Members who do not comply with all aspects of Health and Safety contained within these Terms and We cannot be held responsible for any loss or damage to personal belongings of Members using Our Facility, or any persons using the car park, or any car left by them, or contents thereof. Nothing in these Terms shall limit or exclude Us in liability for:
  - i. Death or personal injury caused by its negligence, or the negligence of its staff.
  - ii. Fraud or fraudulent misrepresentation.
  - iii. Breach of Terms implied by section 2 of the Supply of Goods and Services Act 1982.
  - iv. Any other liability which cannot be limited or excluded by the operation of law.
  - v. We shall have no liability to any Member, whether in contract, tort (including negligence), breach of statutory duty or otherwise for any indirect or consequential loss arising under or in connection with these Terms.

## **12 Our Rights**

At Our absolute discretion, We reserve the absolute right to:

- a) Make reasonable changes to these Terms from time to time. Members will be notified via Their registered email address 10 days in advance of any amendments and are entitled to terminate Membership with immediate effect because of such action. In any matter concerning Our Terms, Pilates Heaven Ltd has the final decision and further correspondence will not be entered into regarding any decision made.
- b) Change Our opening hours and We shall not be liable for any inconvenience caused by such action. You will be entitled to cancel Your Membership with immediate effect. Any changes will only be made to serve the best interests of Our Members and Facility.
- c) Make alterations to Our Activities at any time and We shall not be liable for any inconvenience caused by such action. You will be entitled to cancel Your Membership with immediate effect. Any changes will only be made to serve the best interests of Our Members and Facility.
- d) Cancel additional ad-hoc activities at any time should less than 3 members have booked an Activity and We shall not be liable for any inconvenience caused by such action.
- e) Refuse admission to Our Facility by cancelling Membership AND/OR refuse to renew a Membership in circumstances whereby there may be issues, including health and safety concerns, that in Our considered opinion preclude participation in Activities at Our Facility OR in Our considered opinion a Member's conduct is detrimental to the goodwill or reputation of Pilates Heaven Ltd and amounts to a breach in Our Terms. This course of action is always a last resort.
- f) From time to time, we may carry out Membership subscription pricing reviews based on UK economy vs cost of providing services and UK RPI resulting in changes to Membership subscriptions at any stage during the Term of Membership, providing the Member with no less than 1 (one) months' notice before any changes take place. Membership subscriptions

shall be increased no more than once per calendar year and notice of any changes in Membership subscriptions shall be provided by email.