

# ONLINE BOOKING CONDITIONS – GLOWPILATES

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Conditions applicable to the online registration as a GlowPilates Customer

These conditions regulate the online contracting process of registration as a GlowPilates Client, through the website [www.glowpilates.es](http://www.glowpilates.es), owned by ONE WELLNESS VENTURES S.L., with CIF B22831093 and address at C/ Sant Antoni Maria Claret 84, 08025 Barcelona.

ONE WELLNESS VENTURES S.L. acts as franchisor of the GlowPilates brand. GlowPilates centers are managed by independent companies under franchise contracts.

The company that owns the centre selected by the Client will be responsible for the contractual relationship and the provision of the services.

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## 1. Recruitment process

The User may register online by selecting the GlowPilates centre in which they wish to register.

During the hiring process:

- A full summary of the contract will be displayed, including:
  - Share
  - Enrolment or enrolment
  - Taxes
  - Possible additional services
- The Client must verify that the data entered is correct before confirming the contract.
- Contracting will be conditional on the express acceptance of:
  - the General Terms and Conditions
  - the specific conditions of the modality
  - Privacy Policy
  - Cookie Policy
  - These terms and conditions of online contract

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## 2. Payment of the contract

- Payment of the registration fee and the first installment will be made by bank card through a secure payment gateway.
- ONE WELLNESS VENTURES S.L. does not store bank card data, which are managed by authorised payment service providers.
- Subsequent instalments will be paid by direct debit (SEPA) to the account provided by the Client.
- The Client undertakes to provide a valid IBAN during the registration process or at the corresponding centre.

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## 3. Confirmation of the contract

- Once the contracting process has been completed, the Client will receive a confirmation email within a maximum period of twenty-four (24) hours.
- The registration will be considered effective from the moment of said confirmation.
- To access the centre, the Client must complete the administrative procedures at reception, including:
  - Data Verification
  - Activation or delivery of the access system

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## 4. Right of withdrawal

In accordance with current regulations, the Client has the right of withdrawal under the following terms:

- The period for exercising the withdrawal is fourteen (14) calendar days from the day following the confirmation of the contract.
- The withdrawal may be exercised without the need for justification.

**Procedure**

The Client must communicate its decision to withdraw by:

- Email address to the centre where you have registered
- Written communication presented at reception

The request must be clear and unambiguous.

**Consequences of withdrawal**

- If the Client has not used the facilities or services, the amounts paid will be refunded in full.
- If the Client has made use of the facilities or services, the centre may retain the proportional part corresponding to the period or services effectively enjoyed.
- The use of the facilities implies the express acceptance of this criterion of proportionality.
- The refund will be made within a maximum period of fourteen (14) calendar days from receipt of the request, using the same means of payment used in the contract, unless otherwise agreed.

**Limitations**

- After the period of fourteen (14) calendar days, it will not be possible to exercise the right of withdrawal.
- The right of withdrawal applies exclusively to contracts made remotely (online).

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**5. Relationship with the general conditions**

These online terms and conditions complement the General Conditions of Registration, Access and Use of the GlowPilates centres.

In particular:

- The right of withdrawal is independent of the conditions of cancellation regulated in the General Conditions.

- Failure to request cancellation in a timely manner does not affect the right of withdrawal within its legal period.
  - Outside the withdrawal period, the general conditions of cancellation will apply, including automatic renewal and non-refund of amounts.
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## **6. Customer Support**

Any communication, incident or complaint must be directed to the GlowPilates centre in which the Client has registered.

- In the event of incidents related to online contracting or the payment process, the centre will manage the incident with the corresponding technical support.

The contact details of each centre are available on the [www.glowpilates.es](http://www.glowpilates.es) website.

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## **7. Payment security**

GlowPilates ensures the confidentiality and security of transactions by using appropriate encryption systems and security protocols.

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## **8. Governing Law**

These conditions are governed by Spanish law.

In the event of a dispute, the courts and tribunals of the consumer's domicile will have jurisdiction.