

## GENERAL CONDITIONS OF REGISTRATION, ACCESS AND USE – GLOW PILATES

### 1. CONDITIONS OF REGISTRATION AT THE CENTRE

#### 1.1 General Registration Conditions

These conditions apply to all persons who register at Glow Pilates centres, as well as guests, occasional users and any other individual who uses the facilities (hereinafter, the “User”).

The User declares that they are aware of and fully accept these General Conditions, the specific registration conditions and, where applicable, the particular conditions related to specific services or modalities.

Non-compliance with these General Conditions or any internal regulations may result in the immediate suspension or termination of the contractual relationship, with the consequent expulsion of the User.

An updated copy will always be available at reception and on the official website [www.glowpilates.es](http://www.glowpilates.es).

#### 1.2 Registration Restrictions

The Centre Management may establish or modify registration restrictions, including minimum age requirements, special admission conditions or limitations of use.

Current restrictions will be available at reception or on official communication channels.

#### 1.3 Wristband, QR Code and Fingerprint

Upon registration, the User will receive a personal and non-transferable access system (wristband, QR code or fingerprint with informed consent).

Transferring the access system to third parties will result in immediate termination of the contract and exclusion for a minimum of one (1) year.

The first issuance of the access system entails an additional fee payable upon registration. In case of loss, theft or deterioration, the User must pay the replacement cost.

#### 1.4 Physical Condition and Insurance

The User declares:

- To be in good health and without contraindications for physical activity.
- To undergo periodic medical check-ups and provide medical certificates if requested by Management.
- To comply with all health protocols required by authorities.

Some centres may have a compulsory accident insurance policy, payable at the time of registration.

Conditions will be available at reception.

#### 1.5 Registration and Fee Payments

- Registration and fees cover the period corresponding to the payment made.
- Unless a cancellation is submitted, the membership will renew automatically.

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- The first payment may be made onsite or online; subsequent payments will be via direct debit.
- Non-direct-debit payments will incur a 2% management surcharge.
- Promotional or prepaid fees are non-refundable.
- In approved cancellations, fees will be recalculated at the standard rate and refunded as a voucher valid for 180 days.
- No refunds or vouchers will be issued for periods under 30 days or payments under two months.

## 1.6 Discounts and Promotions

- Discounts may apply to companies, groups or families.
- If eligible for multiple discounts, the most favourable will apply.
- Discounts are not retroactive.
- Promotions apply under their specific terms.
- Offers are reserved for new Clients or former Clients who cancelled more than 100 days prior.

## 1.7 Non-Payments

- A returned payment entails immediate payment of the amount plus a 2% penalty.
- If bank details prevent collection, the payment will be considered unpaid.
- After three (3) months of non-regularised payments, the User will be automatically excluded.
- Re-registration requires full settlement of outstanding debt.
- Exceptionally, if services were not used, a 50% discount may be applied only to the first unpaid instalment.

## 2. CONDITIONS OF ACCESS TO THE CENTRE

### 2.1 Access Policy

- Access to Glow Pilates centres will be through the established systems: wristband, QR code or optional fingerprint.
- The User must have a valid and operational access system.
- Without it, entry is allowed by paying a single-use access fee.
- Last entry is permitted up to 45 minutes before closing.
- Activity rooms close 30 minutes before general closing.
- For scheduled classes, a maximum delay of 5 minutes is permitted.
- Access outside contracted hours requires payment of a single-entry fee.

Special hours:

- 24 & 31 December: possible early closure.
- 1 January: reduced hours.
- 25 December: closed.

Management may modify opening hours with prior notice.

### 2.2 Access to Other Centres

Users may access other Glow Pilates centres by paying the current single-entry fee.

### 2.3 Guests and Occasional Users

- Guest access is allowed via valid invitation or payment of a single-entry fee.
- Only individuals over 14 years old who are not Clients or recently cancelled Clients (less than 3 months) may enter.
- A valid ID must be presented.
- Each guest may visit a maximum of twice per year, with at least 90 days between visits.

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Not permitted as guests:

- Users expelled or suspended.
- Users with unpaid debts in the last 12 months.
- Individuals operating directly or indirectly in competition with Glow Pilates or the Wellness Revolution Group.

## 2.4 Physical Conditions of the User

The User declares:

- If wearing a pacemaker, they use monitoring devices under their own responsibility.
- They will not attend the centre when suffering from contagious illness.
- They are physically fit for activity.

## 2.5 Suspension of Access Rights

Management may temporarily or permanently suspend access in cases of:

- Breach of these Conditions.
- Breach of internal regulations.
- Failure to follow staff instructions.

## 3. CONDITIONS OF USE OF THE CENTRE

### 3.1 Code of Conduct

- The User agrees to maintain civil and respectful behaviour in accordance with the centre's internal rules.
- Privacy and quietness of other users must be respected, following staff instructions at all times.
- Mobile phone use is prohibited in locker rooms.
- Recording images or audio is prohibited without written authorization from Management.
- Users are responsible for damages caused by negligent use of facilities or equipment.
- Glow Pilates recommends not bringing valuables. Lost items are stored for a maximum of fifteen (15) days.
- Complaints about staff must be submitted in writing through official channels.

### 3.2 Permanent Lockers

- Permanent lockers may be available upon subscription and payment.
- For safety, locks must have four-digit combinations and shackle diameter of at least 5 mm.
- Users must empty their locker within three (3) days of requesting cancellation. Items will be stored for up to three (3) months thereafter.

### 3.3 Free Services

- Free rotating lockers are available for all Users during their stay.
- Availability may vary depending on membership type, centre and contract period.

### 3.4 Optional Services

Glow Pilates may offer optional paid services such as:

- Personal training (private Reformer sessions)
- Physiotherapy
- Nutrition
- Workshops or specific courses
- Towel rental
- Vending
- Additional accident insurance
- Some services may be included in specific membership types.

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- No refunds or compensation for unused optional services.
- Each service may have a validity period communicated at the time of purchase.

## 4. ADMINISTRATIVE CHANGES, MEMBERSHIP TYPES, PRICES AND SERVICES

### 4.1 Administrative Changes

- Users must report changes to personal or banking data.
- Notification must be made at least fifteen (15) days before the current membership expires.
- For memberships with promotions linked to age or special conditions, failure to update data will convert the membership to the standard fee.
- It is not possible to switch to obsolete payment plans.

### 4.2 Change of Membership Type

- Users may request a change:
  - Within the first fifteen (15) calendar days of the month.
  - During the last month of the current membership for the next renewal.
- Changing membership results in loss of rights/benefits of the previous plan.
- Downgrades will reduce the next payment; upgrades require payment of the proportional difference.
- A management fee may apply.

### 4.3 Price Changes

- Fees may be reviewed at least once per year.
- Updates will be communicated through reception notices and official channels.
- Prices of optional services or surcharges may change independently.
- Significant improvements may result in increases up to 5%.
- If the increase is higher, the User may cancel without penalty with one (1) month notice.

### 4.4 Changes in Conditions or Services

Glow Pilates Management may:

- Modify, remove or expand services offered.
- Modify any clause of the General Conditions or economic terms.

Changes will be communicated through:

- Reception notices
- Official channels

Temporary suspension of services (works, events, force majeure) will not affect contractual rights if equivalent service is provided.

In case of permanent closure, Users are entitled to proportional refund of unused fees.

## 5. CANCELLATION CONDITIONS

### 5.1 Voluntary Cancellation

- Users may request cancellation:
  - At reception
  - Or through the same method used for registration (e.g., online)
- Requests must be made from the 1st to the 15th of the month prior to renewal.
- Requests after the 15th apply to the next renewal cycle.

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- For memberships with non-monthly renewal dates, requests must be made 15 days in advance.

#### Notes:

- Cancellation is never retroactive.
- Users remain active until the end of the already-paid period.

#### Special suspensions:

- Summer suspension (reduced fee)
- Medical suspension (with certificate)

Conditions available at reception.

## 5.2 Cancellation by Expulsion

Immediate termination may occur in cases of:

- Serious breach of General Conditions or internal rules
- Fraud, verbal or physical aggression
- Conduct contrary to morality or law
- Significant material damage
- Unauthorized commercial activities
- Criminal offences

#### Consequences:

- Immediate loss of Client status
- Prohibition of re-registration for the period set by Management
- Obligation to compensate damages

## 5.3 Other Grounds for Non-Renewal

The centre may refuse renewal in cases of:

- Unfair activity or direct/indirect competition with Glow Pilates or the Wellness Revolution Group
- Behaviour inconsistent with the centre's values, image or proper functioning

## 6. ONLINE CONTRACTING AND RIGHT OF WITHDRAWAL

### 6.1 Online Contracting

- Online registration is available via [www.glowpilates.es](http://www.glowpilates.es) or official channels.
- To complete online registration, the User must:
  - Be of legal age
  - Accept the General Conditions, Privacy Policy, Cookies Policy and Online Contracting Terms
- Registration is effective once:
  - Confirmation email is received
  - Registration fee and first payment are made through secure platform
- Subsequent payments are via SEPA direct debit.

After online registration, the User must visit the centre to:

- Sign the SEPA mandate
- Collect or activate their access system (wristband / QR / fingerprint)

### 6.2 Right of Withdrawal

- Users who register online may withdraw within fourteen (14) calendar days without justification.

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## **How to withdraw:**

- Send an explicit declaration via email to the centre
- Or submit it in person at reception

## **Effects:**

- Full refund if no services were used
- Proportional deduction if services were used

## **Not refundable:**

- Registration fee
- Cost of the access support (wristband, card, etc.)

Refunds will be issued within fourteen (14) days via the original payment method.

After 14 days, the right cannot be exercised.

## **7. LIMITATION OF LIABILITY**

- Glow Pilates and ONE WELLNESS VENTURES, S.L., as well as centre staff, will not be liable for:
  - Loss, theft or damage of personal belongings
  - Damage caused by Users to facilities or equipment
  - Injuries suffered during use except in cases of proven gross negligence by Glow Pilates
- Users acknowledge that physical activity involves inherent risks and assume full responsibility for their health and physical integrity.
- Users are responsible for correct and prudent use of facilities and equipment.
- Glow Pilates is not liable for service interruptions due to force majeure, extraordinary maintenance or public authorities.
- In case of dispute, Glow Pilates' maximum liability is limited to the amounts effectively paid for the affected period.