

General Terms and Conditions (GTC) of Pilates Reformer Basel by Angsana (PRB)

1. Scope and Amendments to the GTC

1.1 These General Terms and Conditions (GTC) govern the legal relationship between PRB and its users (customers/participants) in relation to all services, classes, activities, and facilities offered by PRB, including bookings made via the Mindbody platform.

1.2 By booking or participating in any service, customers agree to these GTC.

1.3 PRB reserves the right to amend these GTC for justified reasons. Any changes will be communicated to customers by email. If the customer does not object to the amendments in writing within 20 calendar days, the existing GTC shall continue to apply until the end of the contractual term.

2. Disclaimer of Liability

2.1 Participation in all classes and activities is at the participant's own responsibility and risk.

2.2 PRB, as well as its owners, employees, and instructors, assume no liability for injuries, accidents, or health impairments occurring during or after participation in activities.

2.3 Participants are responsible for obtaining appropriate insurance coverage.

2.4 Customers are required to seek medical advice prior to participating in fitness activities, particularly if they have pre-existing medical conditions or limitations.

2.5 Customers are liable for any damage they cause to training equipment and must fully reimburse PRB for any resulting repair and/or replacement costs.

3. Assumption of Risk

Customers acknowledge that physical activities involve inherent risks, including the risk of injury. Participation is voluntary. Customers assume full responsibility for their own health and safety.

4. Studio Rules and Code of Conduct

4.1 Punctuality: Participants are requested to arrive at the studio at least 10 minutes before the scheduled start of the class.

4.2 Hygiene: All equipment used must be cleaned after each training session using the disinfectants provided in the studio.

4.3 Socks Requirement: The wearing of grippy socks is mandatory. Socks can be purchased at the studio if required.

4.4 Customers are required to comply with all studio rules, including punctual attendance, respectful conduct towards other participants, and the proper and safe use of training equipment.

4.5 PRB reserves the right to deny access to the studio or to terminate memberships with immediate effect in the event of serious or repeated violations of the code of conduct. Any entitlement to a refund of already paid membership fees is excluded. In cases of serious misconduct, no prior warning is required.

5. Cancellation, Refunds, and Late Arrival

5.1 Bookings may be cancelled in accordance with PRBs cancellation policy up to 24 hours prior to the start of the class via the Mindbody booking platform.

5.2 If a cancellation is not made within the specified timeframe, the class will be charged in full (100%). Cancellations must be made exclusively via Mindbody. The class and the corresponding credit will be forfeited.

5.3 Failure to attend without cancellation (no-show) will be charged at 100%; the class and credit will be forfeited.

5.4 Late arrival policy:

Participants are requested to arrive on time. Doors will close promptly at the start of the class to ensure an uninterrupted session for all participants. Entry is not permitted after the class has started; the session will be considered a no-show. Late arrival does not entitle the customer to a refund or a replacement class.

6. Medical Information and Pregnancy

6.1 Customers must inform the instructor prior to the start of the class of any existing injuries, medical conditions, or other relevant health-related circumstances.

6.2 Sculpt Studio GmbH reserves the right to request a medical certificate confirming fitness to participate in training.

6.3

Participation is permitted no earlier than six months after childbirth. The participant is obliged to inform the studio prior to the class of an existing or recently concluded pregnancy. Participation contrary to this provision is expressly at the participant's own risk and may result in exclusion from class participation.

7. Memberships and Validity

7.1 Memberships and class packages are personal, non-transferable, and valid only for the specified duration.

7.2 Memberships expire automatically at the end of the agreed term without the need for notice of termination.

7.3 Unused classes expire upon the end of the validity period.

7.4 In cases of illness, accident, or pregnancy:

A suspension of the membership may be requested by email before the expiry of the membership term, subject to submission of a medical certificate.

Membership suspension is granted exclusively in full weeks. The extension will be added seamlessly to the existing contract term.

Retroactive suspension of membership due to illness, accident, or pregnancy is excluded.

7.5 Refunds or transfers are excluded, subject to clause

7.6 Contract termination may be granted exclusively in cases of hardship (e.g. prolonged illness or accident) following individual assessment. A written request with appropriate supporting documentation (e.g. medical certificates) must be submitted. The determination of whether a hardship case exists is at the discretion of PRB. In the event of an approved hardship case, the membership fee will be refunded on a pro rata basis according to the elapsed contract duration.

7.7 No entitlement to a refund or membership extension arises from operational shutdowns due to force majeure (e.g. fire, epidemics, pandemics, strikes).

7.8 Student discounts apply exclusively to enrolled students. Upon receipt of the confirmation email, a valid student ID must be submitted by email within 24 hours to

Without valid proof within the timeframe, the regular price applies.

8. Promotions, Vouchers, and Credits

8.1 Promotions, discounts, credits, and vouchers are non-transferable, non-redeemable for cash, and may not be combined.

8.2 Vouchers and credits are non-refundable and expire after two years.

9. Changes to Services

9.1 Sculpt Studio GmbH reserves the right to modify class schedules, instructors, or services. Reasonable advance notice will be given where possible. Short-term schedule changes or instructor substitutions do not entitle customers to a refund.

9.2 On public holidays, during maintenance work, or internal events, the studio may be closed or the class schedule adjusted. This does not give rise to any entitlement to a refund.

9.3 In the event of studio closures lasting more than seven consecutive days (excluding public holidays), the membership term will be automatically extended. Clause 7.7 remains reserved.

9.4 In the event of unforeseen circumstances (e.g. instructor illness, weather-related events), PRB is entitled to cancel classes without incurring liability.

10. Personal Belongings

10.1 PRB assumes no liability for loss, theft, or damage to personal belongings. Customers are advised to keep valuables with them at all times.

11. Photo and Video Recordings

11.1 PRB is entitled to take photo and video recordings during classes and events and to use them for advertising, social media, and online purposes (e.g. website, Instagram, Facebook, TikTok). By participating, customers consent to the free publication and use of recordings in which they may be identifiable.

11.2 Customers who do not wish to appear in photo or video recordings must inform the respective instructor prior to the start of the class. In such cases, it will be ensured that no corresponding recordings are published.

12. Data Protection

12.1 Personal data is processed in accordance with the data protection policy of PRB and the data protection policy of Mindbody.

12.2 Data is used exclusively for the provision of services, communication, and operational purposes.

13. Governing Law and Jurisdiction

These General Terms and Conditions are governed by Swiss law. The place of jurisdiction for all disputes is Basel, Switzerland.

14. Severability Clause

Should any provision of these GTC be invalid or unenforceable, the remaining provisions shall remain fully valid and effective.

15. Acceptance of the Terms

By booking, participating in classes, or using the facilities of PRB, customers confirm that they have read, understood, and accepted these General Terms and Conditions.

Basel, December 1st, 2025