

Zen Pilates Training

Terms and Conditions

Last Updated: September 2026

These Terms and Conditions apply to the use of the Zen Pilates Training website and to the purchase of classes, courses, teacher training, mentoring, workshops, digital content, resources and other services provided by Zen Pilates Training.

Please read these Terms and Conditions carefully before making a booking or purchase. By booking or purchasing a service through Zen Pilates Training, you agree to be bound by these terms.

About Zen Pilates Training

Zen Pilates Training is operated by **Zenny Middleton**, a sole trader based in England and Wales.

Email: hello@zenpilatestraining.com

These terms, together with any specific information provided on the relevant booking or product page, form the agreement between you and Zen Pilates Training.

Our Services

Zen Pilates Training provides Pilates education and related services, which may include:

- Pilates classes, including online and in-person classes;
- Pilates teacher training and education;
- workshops and continuing professional development (CPD);
- teacher mentoring and professional development;
- online courses and programmes;
- recorded classes and tutorials;
- digital teaching resources and materials; and
- other Pilates-related educational products and services.

The specific details, content, duration and price of each service will be provided on the relevant website or booking page before you make a purchase.

Making a Booking or Purchase

When you place an order or make a booking through the website, you are making an offer to purchase the relevant service or product.

A contract between you and Zen Pilates Training will be formed when your booking or purchase has been accepted and payment has been successfully received, unless otherwise stated on the relevant booking page.

We reserve the right not to accept a booking or purchase where, for example:

- a service or course is no longer available;
- there has been an obvious error in the price or description;
- we are unable to provide the service; or
- we have reasonable grounds to believe that the booking has been made fraudulently or otherwise improperly.

If we cannot accept your booking, we will notify you and refund any payment already made.

Prices and Payment

All prices will be clearly displayed on the relevant booking or product page.

Payment must be made in accordance with the payment terms stated at the time of booking or purchase.

We may use third-party payment providers to process payments. Payment details may therefore be processed in accordance with the payment provider's own terms and privacy policy.

Unless otherwise stated, bookings and purchases must be paid for in full before the relevant service, course or digital content is provided.

Pilates Classes

Pilates classes are intended to support general health, movement and wellbeing and are not a substitute for medical advice, diagnosis or treatment.

You are responsible for informing Zen Pilates Training of any relevant health conditions, injuries, pregnancy, physical limitations or other circumstances that may affect your ability to participate safely.

You should seek appropriate medical or professional advice before participating if you are unsure whether Pilates is suitable for you.

You are responsible for exercising within your own abilities and for following safety instructions provided during classes.

For online classes, you are responsible for ensuring that you have a suitable and safe space in which to exercise and that any equipment you use is appropriate and safe.

Teacher Training, Courses and CPD

Course content, requirements, assessment arrangements and completion criteria will be explained before you enrol.

Where a course leads to or contributes towards a qualification, certification or recognised training pathway, completion of the course does not automatically guarantee certification or qualification unless the relevant requirements have been successfully met.

Learners are responsible for completing the required learning, practical work, assessments and other requirements within the timescales communicated to them.

Zen Pilates Training may update course materials where necessary to improve educational content, reflect changes in professional practice or correct errors, provided that any changes do not materially alter the service that was purchased.

Mentoring and Professional Development

Mentoring and professional development services are educational and developmental in nature.

They are intended to support your learning, teaching practice and professional development but do not guarantee a particular professional, employment or business outcome.

Any advice or feedback provided should be considered alongside your own professional judgement, experience and responsibilities.

Digital Content and Online Resources

Where you purchase digital content, such as recorded classes, tutorials, manuals, programmes or other downloadable resources, access will be provided in accordance with the description given at the time of purchase.

Digital resources are provided for the purchaser's personal use unless otherwise stated.

You must not:

- share your login details or access with another person;
- copy, reproduce or redistribute purchased materials;
- upload or publish our materials to another website or platform;
- sell, licence or commercially distribute our materials; or
- use our teaching materials to create or reproduce your own competing resources without our written permission.

Unauthorised sharing or distribution may result in access being withdrawn without a refund and may constitute a breach of copyright.

Intellectual Property

All content provided by Zen Pilates Training, including course materials, manuals, written resources, photographs, videos, graphics, exercise descriptions, teaching resources, website content and other educational materials, is owned by or licensed to Zen Pilates Training unless otherwise stated.

All intellectual property rights are reserved.

Purchasing a course, class, resource or digital product gives you a personal, non-transferable right to use the material for the purpose for which it was purchased. It does not transfer ownership or intellectual property rights to you.

You must not reproduce, distribute, sell, share or commercially exploit our materials without prior written permission.

Cancellation and Refunds

Your cancellation rights will depend on the type of service or product you have purchased and the way in which you purchased it.

Where you purchase services online as a consumer, you may have a statutory right to cancel within 14 days of entering into the contract.

However, where you ask us to begin providing a service during the cancellation period, you may be required to pay for the proportion of the service provided before you cancel.

For digital content supplied immediately after purchase, you may lose your statutory right to cancel once you have expressly agreed to the digital content being supplied immediately and acknowledged that this means you will lose your cancellation right.

These statutory rights do not affect any additional cancellation rights that Zen Pilates Training may provide for a particular class, course or service.

Class and session cancellations

Where a booking relates to a specific class, workshop, mentoring session or other appointment, the cancellation and refund terms stated on the relevant booking page will apply.

If no specific cancellation terms are stated, please contact us as soon as possible if you are unable to attend.

Course cancellations

Cancellation terms for teacher training, courses and programmes may vary depending on the course and will be provided before booking.

Where a course includes a non-refundable deposit or specific cancellation terms, these will be clearly stated before you make your booking.

Nothing in these terms affects your statutory consumer rights.

Cancelling a Purchase

If you wish to cancel a purchase or booking, please contact:

Email: hello@zenpilatestraining.com

Please include your name, details of the booking or purchase and the reason for contacting us, where relevant.

Where a refund is due, it will normally be made using the original payment method.

We will process refunds within the period required by applicable consumer law.

Changes or Cancellation by Zen Pilates Training

We may occasionally need to change, postpone or cancel a class, course, workshop or other service due to circumstances such as illness, technical problems, venue issues, insufficient numbers or events outside our reasonable control.

Where we need to cancel or materially change a service, we will notify you as soon as reasonably possible and, where appropriate, offer an alternative date, alternative arrangement or refund.

We will not be responsible for delays or cancellations caused by circumstances outside our reasonable control.

Online Classes and Technical Requirements

For online services, you are responsible for having:

- a suitable internet connection;
- an appropriate device;
- any equipment specified for the class or course; and
- a safe and suitable environment in which to participate.

We cannot guarantee that online services will be uninterrupted or completely free from technical problems.

Where a technical problem is caused by Zen Pilates Training and materially prevents you from receiving a paid service, we will take reasonable steps to provide an appropriate alternative or remedy.

Our Responsibility to You

We will provide our services with reasonable care and skill and in accordance with applicable consumer law.

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

We are not responsible for losses that could not reasonably have been anticipated at the time the contract was formed.

Your Responsibility

You agree to provide accurate information when making a booking or purchase and to follow reasonable instructions provided by Zen Pilates Training.

You must not use our services, website or materials for unlawful purposes or in a way that could damage, disrupt or interfere with our services or the experience of other customers or learners.

Website Content

We make reasonable efforts to ensure that information on the Zen Pilates Training website is accurate and up to date.

However, information may occasionally change and we do not guarantee that every piece of information will always be completely current or free from error.

We may update or change website content, services and prices from time to time.

Privacy

We collect and use personal information in accordance with our **Privacy Policy**.

Please read our Privacy Policy for information about how we collect, use, store and protect your personal information.

Third-Party Websites and Services

Our website may contain links to third-party websites or use third-party services, including payment providers, booking systems and online teaching platforms.

These services are operated by third parties and may be subject to their own terms and privacy policies.

We are not responsible for the content, availability or privacy practices of third-party websites or services.

Complaints

If you have a concern about a service, course or purchase, please contact us in the first instance so that we can try to resolve the matter.

Email: hello@zenpilatestraining.com

We aim to respond to complaints as soon as reasonably practicable and to deal with them fairly and appropriately.

Changes to These Terms

We may update these Terms and Conditions from time to time.

The version in force at the time you make a booking or purchase will generally apply to that contract, unless a change is required by law or otherwise agreed with you.

The latest version will always be published on this website.

Governing Law

These Terms and Conditions are governed by the law of England and Wales.

If you are a consumer, you will also retain any mandatory rights and protections provided to you under the law applicable to you.

Any disputes will be dealt with by the courts of England and Wales, unless applicable consumer law provides otherwise.

Contact

If you have any questions about these Terms and Conditions of Sale, please contact:

Zen Pilates Training

Zenny Middleton

Email: hello@zenpilatestraining.com