



Salt & Pepper by Clo Movement

Terms & Conditions

Clo Movement

Clo Movement Coaching Services

Trade Licence: 1624105

Dubai, United Arab Emirates

1. About Salt & Pepper

Salt & Pepper is a term-based strength programme for women aged 40 and over, including women navigating perimenopause and menopause. It is designed to help participants build and maintain muscle, improve strength, support bone health and build confidence through structured, progressive exercise. The programme broadly follows the academic calendar, with term dates and schedules communicated to participants in advance.

The programme is a fitness and exercise service and **does not constitute medical care, physiotherapy, medical diagnosis or treatment.**

Participants are responsible for ensuring that exercise is appropriate for their individual circumstances and should seek appropriate medical or healthcare advice where necessary.

By booking and paying for Salt & Pepper, you confirm that you have read, understood and agreed to these Terms & Conditions.

2. Booking & Payment

- Payment must be received in full in order to confirm and reserve your place in Salt & Pepper.
- Salt & Pepper is offered on a term basis, with each term covering a specific set of classes and dates.
- The dates, class schedule, venue and applicable term fees will be communicated to participants in advance of each term.
- The programme broadly follows the academic calendar, including scheduled breaks where applicable.
- Places are limited and are allocated on a first-paid, first-confirmed basis.
- Salt & Pepper is currently a closed group. When a term is fully booked, you may join the waitlist and Clo Movement will contact you if a place becomes available. Joining the waitlist does not guarantee a place.
- By completing payment, whether online or by another accepted payment method, you confirm that you have read and accepted these Terms & Conditions.
- Your booking is for the specific term and schedule confirmed at the time of purchase.

3. Cancellation & Refund Policy

- Term fees are **non-refundable once payment has been made**, except where otherwise required by applicable law or expressly agreed by Clo Movement.
- When purchasing a term, you agree to the dates, times and terms applicable to that term.
- If you decide to stop attending during a term, unused sessions are not refundable, save as set out below.



- If you are unable to continue Salt & Pepper due to a medical reason, you should contact Clo Movement as soon as possible. Any credit or alternative arrangement will be considered on a case-by-case basis and may require appropriate medical confirmation.
- Unused sessions or payments cannot automatically be transferred to another Clo Movement programme or future term.
- Payments and term places are personal to the participant and may not be transferred to another person unless expressly agreed by Clo Movement.

4. Attendance & Make-Up Policy

Salt & Pepper operates on a term basis, with the dates of each term communicated to participants in advance.

Participants are responsible for attending their scheduled sessions during the term for which they have registered.

If you are unable to attend a scheduled class:

- If you inform Clo Movement at least 12 hours before your scheduled class, you may move your booking to another Salt & Pepper class, subject to availability.
- Any catch-up class must be taken within the same term in which the missed class occurs.
- Catch-up classes are additional to your regular weekly classes and cannot be used to replace another scheduled session.

For example: if you normally train twice a week and miss one class, your catch-up class would be an additional third session that week. You cannot use the catch-up class to replace your second regular weekly session.

- Catch-up classes are subject to availability and are not guaranteed to be available on your preferred day, time or venue.
- **Classes cannot be transferred to future terms.**
- If you do not provide at least 12 hours' notice, or if you do not attend your scheduled class, the session will be considered used and no catch-up will be available.
- Catch-up classes cannot be exchanged for cash, refunded or transferred to another person.

5. Class Attendance, Programme Support & Recordings

Salt & Pepper is designed primarily for in-person participation, allowing the instructor to coach participants, monitor technique and provide appropriate exercise modifications.

Participants are encouraged to communicate openly with the instructor regarding:

- Injuries or physical limitations
- Changes in health or physical condition
- Exercises that cause discomfort
- Any concerns regarding their ability to participate safely

Where appropriate, exercises may be modified or replaced according to individual needs and ability.

The programme is designed to support progression over time, but individual results and progression will vary.

To support participants who may occasionally be unable to attend in person, Clo Movement may also provide the following:



- A dedicated WhatsApp group for participants who consent to join. Participants who do not wish to join may request programme updates by email instead.
- **Where a participant is unable to attend a scheduled class in person, Clo Movement may, at its discretion, provide the participant with the relevant programme or workout to complete independently. This is subject to availability and does not guarantee access to a live or recorded online class.**
- The WhatsApp group is intended for programme communication and general exercise-related guidance. It is not a channel for medical advice or urgent health concerns.

Participation in the WhatsApp is subject to the data protection terms set out in Clause 11 (Data Protection & Confidentiality).

6. Health & Exercise Participation

Before attending your first Salt & Pepper class, you must complete Clo Movement's Fitness & Health Questionnaire, confirming any relevant medical conditions, injuries or health considerations.

Before participating in Salt & Pepper, you are responsible for ensuring that exercise is appropriate for you.

You agree to:

- Inform Clo Movement of any relevant medical condition, injury or health concern that may affect your ability to exercise safely, and keep your Fitness & Health Questionnaire up to date.
- Inform the instructor of any relevant change in your health or physical condition.
- Follow any medical advice or restrictions provided by your doctor, physiotherapist or other qualified healthcare professional.
- Work within your own abilities and fitness level.
- Inform the instructor if an exercise causes pain, discomfort or any concerning symptom.
- Stop exercising and seek appropriate medical advice if you experience symptoms that cause concern.

If you have been advised by a healthcare professional not to exercise, you should not participate until you have been advised that exercise is appropriate.

Many women in this stage of life experience changes such as joint pain, changes in bone density (including osteopenia or osteoporosis), pelvic floor symptoms or changes in blood pressure. If any of these apply to you, please let the instructor know so that exercises can be adapted where appropriate. This information is kept confidential in line with Clause 11 (Data Protection & Confidentiality).

Clo Movement may ask a participant to modify, pause or discontinue participation where there is a reasonable concern regarding her safety.

You agree to indemnify Clo Movement against any loss, liability or cost arising from inaccurate or incomplete health information provided by you, except to the extent this results from Clo Movement's own negligence or wilful misconduct.

7. Safety & Venue Requirements

For your safety and the safety of others:

- Participants must follow all reasonable safety instructions provided by the instructor and venue staff.



- Participants are responsible for monitoring their own wellbeing and physical condition throughout the session and for informing the instructor of any injury, health concern or change in physical condition that may affect their ability to participate safely.
- Participants are responsible for listening to their body and respecting their own limits. No participant should feel obliged to perform an exercise that does not feel appropriate or comfortable for her.
- Participants must stop an exercise and inform the instructor if they experience pain, dizziness, unusual symptoms or any other concern during the session.
- Participants must use the equipment provided appropriately and as instructed.
- Participants must not participate while under the influence of alcohol or any substance that may affect their ability to exercise safely.
- Participants are responsible for supervising any children accompanying them to the venue. Children must not be left unattended.
- Participants must comply with all venue rules and regulations.
- Venue-specific safety requirements may change from time to time, and participants must follow the latest instructions provided by the venue or Clo Movement.

While Clo Movement and its instructors are responsible for providing appropriate exercise guidance and a safe class environment, each participant remains responsible for making informed decisions about her own participation.

Participants should seek appropriate medical advice where required. Clo Movement and its instructors do not provide medical diagnosis or treatment.

Classes take place at venues operated by third parties. Clo Movement is responsible for the instruction and delivery of the Salt & Pepper programme. Clo Movement is not responsible for the acts, omissions or negligence of the venue or its staff, including matters such as equipment maintenance or general venue safety, except to the extent that Clo Movement is itself negligent in its use of the venue.

8. Class Cancellation or Changes by Clo Movement

Clo Movement may occasionally need to cancel, reschedule or change a class due to circumstances outside its reasonable control ("Force Majeure"), including but not limited to:

- Venue closure or unavailability
- Instructor illness or unavailability
- Safety concerns
- Government requirements
- Venue requirements
- Other unforeseen circumstances

Where Clo Movement cancels a class, a suitable make-up class or alternative arrangement will be offered where reasonably possible.

Clo Movement will not normally provide a cash refund for an individual class cancelled due to Force Majeure where a suitable make-up or alternative arrangement is provided.

Where a class cannot reasonably be rescheduled or an alternative arrangement cannot be provided, Clo Movement will determine an appropriate solution in accordance with applicable law and the circumstances of the cancellation.

9. Photography & Social Media



Clo Movement may occasionally take photographs or videos during classes or events for communication, educational or marketing purposes.

Your participation in Salt & Pepper does **not** automatically mean that you consent to your image being used for marketing purposes.

Where photography or video is intended for social media or promotional use, Clo Movement will seek the appropriate consent.

If you do not wish to appear in photographs or videos, please inform Clo Movement in writing or select the relevant option when completing the booking/consent form.

Class recordings made for programme delivery purposes under Clause 5 (rather than for marketing) are addressed separately in Clause 11 (Data Protection & Confidentiality).

10. Personal Belongings

Participants are responsible for their own personal belongings while attending Salt & Pepper.

Clo Movement and the venue cannot accept responsibility for loss, theft or damage to personal belongings brought to the venue, except where liability cannot legally be excluded.

11. Data Protection & Confidentiality

Clo Movement collects personal information from participants, including health and fitness information, in order to deliver the Salt & Pepper programme safely and effectively.

This information is used only to provide the programme, support participant safety, facilitate the WhatsApp group and online or recorded classes described in Clause 5, and for administrative purposes connected to a participant's booking.

Participation in the WhatsApp group and access to online classes or recordings is voluntary. Participants who join the WhatsApp group should be aware that their name and phone number will be visible to other members of the group.

Class recordings are stored securely, are accessible only to enrolled participants of that term, and will be deleted no later than four weeks after the term ends, unless a participant requests earlier deletion.

Clo Movement will keep participant information confidential and will not share it with third parties except where necessary for a participant's safety, where required by law, or with the participant's consent.

By providing this information, and by choosing to join the WhatsApp group or participate online, you consent to the collection and use of your information as described in this clause, in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data.

You may request access to, correction of, or deletion of your personal information, or request to leave the WhatsApp group, at any time by contacting Clo Movement.

12. Assumption of Risk & Liability

Participation in physical exercise and strength training carries inherent risks, including but not limited to muscular discomfort, strain, injury, falls and other physical or health-related risks.

By participating in Salt & Pepper, you acknowledge that:

- You voluntarily participate in the programme.
- You understand that physical exercise carries inherent risks.



- You are responsible for informing Clo Movement of relevant health, injury or physical limitations that may affect your participation.
- You will follow reasonable instructions provided by the instructor.
- You will exercise within your own capabilities and communicate any concerns or symptoms.

To the extent permitted by applicable law, Clo Movement, its instructors, employees, contractors and representatives will not be responsible for loss, injury or damage arising from participation where such loss, injury or damage results from circumstances outside their reasonable control or from the participant's failure to follow reasonable instructions or disclose relevant information.

To the extent permitted by applicable law, Clo Movement's total liability to a participant arising out of or in connection with a Salt & Pepper term shall not exceed the total fees paid by that participant for the term in question.

Nothing in these Terms & Conditions is intended to exclude or limit any liability that cannot legally be excluded or limited under applicable law.

13. Changes to the Programme or Terms

Clo Movement reserves the right to make reasonable changes to class schedules, venues, instructors, programme structure or these Terms & Conditions where necessary for operational, safety, legal or venue-related reasons.

Where a change materially affects a booked participant, Clo Movement will provide reasonable notice where practicable.

The latest version of these Terms & Conditions will apply to future bookings.

14. Governing Law & Jurisdiction

These Terms & Conditions are governed by the laws of the United Arab Emirates, as applied in the Emirate of Dubai.

Any dispute arising out of or in connection with these Terms & Conditions shall be subject to the exclusive jurisdiction of the courts of Dubai.

15. Acceptance of Terms

By completing payment and booking Salt & Pepper, you confirm that:

- You have read and understood these Terms & Conditions.
- You agree to comply with the class, equipment and venue safety requirements.
- You understand that Salt & Pepper is a fitness programme and does not replace medical care, physiotherapy or medical advice.
- You have completed a Fitness & Health Questionnaire and provided accurate information regarding your health and physical condition to the best of your knowledge.
- You accept the inherent risks associated with participation in physical exercise.
- You agree to follow reasonable instructions provided by the Salt & Pepper instructor and venue staff.

By completing payment, you confirm your acceptance of these Terms & Conditions.



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