Red rehabilitation

Booking Terms and Conditions

1. Who we are and what you are booking

These terms apply to every booking you make with Scarlett Roberts trading as Red Rehabilitation: scarlett@rrc.care

We provide rehabilitation and Pilates movement sessions: an initial consultation and, if you choose, a package of follow-up sessions (each a "Session"). By paying for a booking you agree to these terms.

Please read them before you pay.

2. Booking specific dates

Every Session is a leisure activity booked for a specific date and time. When you book, you choose the date and time of your consultation and of every Session in your package. We reserve each of those slots for you alone and turn away other clients for them.

All Sessions in a package must take place within 2 months of the date you pay (the "Package Period").

Your booking is confirmed when we email you the dates and times. The contract between us starts at that point.

3. Price and payment

Our prices are shown on our website or in our booking confirmation. The consultation fee and the package price are shown separately.

You must pay in full in advance, by secure payment link, PayPal or bank transfer. We confirm your booking once your payment has cleared. If you pay by bank transfer, please use your full name as the payment reference.

We do not offer payment by instalments.

4. No right to cancel once booked

Because your booking is for leisure services on specific dates, the 14-day cancellation right that applies to some online and phone purchases does not apply to it (regulation 28(1)(h) of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013).

Once you have booked and paid, you cannot cancel and you are not entitled to a refund, except as set out in clauses 5, 6 and 7.

By paying, you confirm that you have read this clause and understand it. This clause does not affect any rights you have by law if we do not provide the service as agreed.

5. Changing or missing a Session

You can move a booked Session to another available slot, free of charge, if you give us at least 24 hours' notice by email or phone. The new slot must fall within your Package Period.

If you give us less than 24 hours' notice, or you do not attend, the Session counts as used. We will not refund it or rearrange it, because we have held the slot for you and cannot fill it at short

notice. We may, at our choice, offer a replacement slot in genuine emergencies.
If you arrive late, we will still finish at the booked time.

6. Expiry and illness or injury

Any Session not used by the end of your Package Period expires. We will not refund or extend it, except as set out below.
If illness or injury stops you attending, tell us as soon as you can and send us a doctor's or physiotherapist's note. We will then extend your Package Period by the length of time you were unable to attend, and help you rebook the remaining Sessions.

7. If we cancel or cannot provide a Session

If we have to cancel a Session, for example because of illness, we will offer you another slot within your Package Period or, if that is not possible, a longer period to use it.

8. Health and suitability

Before your consultation you must tell us about any injury, condition, pregnancy or medication that could affect your exercise. Tell us promptly if anything changes. If you are unsure whether our services are suitable for you, check with your doctor before booking and follow their advice.
We may adapt, pause or stop any Session if we believe it is not safe for you to continue. You should stop and tell us at once if you feel pain or discomfort.
Our sessions are not medical diagnosis or treatment and do not replace medical advice. We cannot guarantee any particular result.

9. Our responsibility to you

We will provide our services with reasonable care and skill. Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that the law does not allow us to limit.
Subject to that, we are not responsible for losses that were not a foreseeable result of our breach, or for business losses. Our total liability to you for any one booking is limited to the price you paid for it.
You are responsible for following our instructions and for exercising within your own limits.

10. Complaints, privacy and general

Complaints. If you are unhappy with our service, please tell us at scarlett@rrc.care and we will reply within 14 days.
Privacy. We use your personal and health information as set out in our privacy policy. We handle health information with extra care and use it only to provide your sessions.
General. These terms are the whole agreement between us for your booking. The version in force on the day you book applies to that booking, and we may change the terms for future bookings. If any part of these terms is found to be unenforceable, the rest still applies. These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you may also bring a claim in the courts where you live.