

REFORMER PILATES TRAINING INSTITUTE TERMS AND CONDITIONS.

Welcome to Reformer Pilates Training Institute's website. By accessing and using this website, you agree to abide by the following terms and conditions. If you do not agree with these terms, please refrain from using our website.

These terms and conditions apply to all visitors, users, and others who access or use the website.

Use of Website:

You are permitted to:

- Browse and access information provided on our website for personal or educational purposes.
- Register for training programs and courses offered by Reformer Pilates Training Institute, subject to our registration policies.
- Share content from our website through social media channels using the provided sharing tools.

You are prohibited from:

- Using automated scripts, bots, or any automated means to access, monitor, or copy any content from our website without prior written permission.
- Engaging in data scraping, data mining, or any activity that extracts or collects information from our website without authorization.
- Modifying, adapting, translating, or reverse-engineering any portion of our website or its content.
- Attempting to gain unauthorized access to our website's systems or networks.

We reserve the right to

- Monitor and track usage of our website to ensure compliance with these terms and conditions.
- Suspend or terminate access to our website, temporarily or permanently, for any user who violates these terms.
- Take legal action or report violations to appropriate authorities if deemed necessary.

Intellectual Property Rights:

All content, trademarks, and intellectual property rights associated with the website are owned by Reformer Pilates Training Institute.

You may not:

- Use, reproduce, modify, distribute, or publicly display any content from our website without prior written permission from us.
- Use our trademarks or logos in any manner that implies endorsement or affiliation without our express consent.

Registration and Accounts

If applicable, you must create a user account to access certain features of our website.

- You agree to provide accurate and complete information when creating your account.
- You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.
- Notify us immediately of any unauthorized use or security breach of your account.

Payment and Refunds.

No Refund Policy

All course fees are strictly non-refundable. If a student chooses to withdraw, discontinue, abandon, or fail to complete the course at any stage, no refunds, transfers, credits, or reimbursements shall be issued under any circumstances.

Fees, tuition, promotional pricing, discounts, or instalment arrangements are offered solely for the enrolled intake and are non-transferable.

The institute does not permit:

- Course pauses;
- Deferrals;
- Suspension of studies;
- Transfer of enrolment to future cohorts.

Students who discontinue the programme for any reason shall be deemed withdrawn from the intake they enrolled in.

Re-Entry to Programme

Students who withdraw and later wish to rejoin the programme may only do so at the sole discretion of the institute, subject to:

- Availability within future intakes;
- Full re-enrolment requirements;
- Updated programme structure and policies;
- Payment of the applicable current course fees in full.

Any prior payments, deposits, discounted fees, promotional pricing, or partial tuition previously paid shall not be credited toward future enrolment.

Students who enrolled under discounted or promotional pricing and later withdraw, discontinue, or fail to participate in the programme shall not be entitled to return and request continuation or re-enrolment on the basis of prior payment.

The institute reserves the absolute right to deny re-entry requests where a student:

- Failed to attend sessions;
- Failed to maintain communication;
- Abandoned the programme;
- Failed to meet programme requirements or timelines.

Attendance & Participation Requirement

Students are responsible for actively participating in the programme and completing all required practical, observation, theory, and self-directed hours within the designated training period.

The institute is not responsible for individually managing, supervising, or “hand-holding” students through the completion of their independent hours or coursework.

Missed sessions, incomplete hours, or lack of participation remain the responsibility of the student.

Certification Eligibility

Certification and examination eligibility are strictly limited to students who:

- Successfully complete all required programme hours;
- Meet practical competency requirements;
- Satisfy professional and academic standards;
- Complete all programme requirements within the designated training timeline.

Students who withdraw before completion, fail to complete the required hours, or do not meet institute standards shall not be eligible for certification, examination, or any claim of programme completion.

Minimum Hour Requirement

Students are required to complete a minimum of **80 verified training hours** in order to be eligible for the final examination and subsequent certification assessment.

All training hours must be formally recorded and verified through the Institute's attendance and tracking system. Only hours completed within the structured programme delivery, under approved instruction or supervised practical training, will be

recognised toward this requirement. Any unauthorised, unrecorded, or externally completed hours will not be counted toward the minimum requirement unless expressly approved in writing by the Institute in advance.

Students are solely responsible for ensuring they attend and complete the required number of training hours within the programme timeline. Failure to meet the minimum hour requirement, regardless of reason, will result in the student being ineligible to sit the final examination or progress to certification. No exceptions, exemptions, or partial credit will be granted for incomplete hour requirements.

Attendance & Participation Requirement

- Students must attend scheduled sessions on time
- Missed sessions are the student's responsibility to make up
- The institute is not obligated to reschedule missed sessions

Make-Up Sessions

- Make-up sessions (if offered) may incur an additional fee
- Are subject to instructor and studio availability

Termination of Communication & Academic Standing

- Upon withdrawal, suspension, or removal from the programme whether initiated by the student or the Institute, the individual shall no longer be recognised as an active student of the Institute. From the effective date of withdrawal or termination, all rights, privileges, and access associated with student status shall cease immediately.
- This includes, but is not limited to, access to training sessions, academic materials, timetables, instructor support, administrative services, online platforms, and any form of academic supervision or guidance provided under the programme.
- The Institute shall have no obligation to provide continued academic support, rescheduling of missed sessions, reassessment opportunities, or ongoing communication relating to the programme once student status has been terminated. Any future engagement, including requests for reinstatement, academic clarification, or training support, will be considered at the sole discretion of the Institute and may require formal re-enrolment under prevailing terms and fees.
- Withdrawal or termination also means the student forfeits any claim to programme progression, certification eligibility, or examination access unless explicitly stated otherwise in writing by the Institute prior to withdrawal.

Exam Eligibility The final examination will only be made available to students who have successfully met the minimum 80-hour requirement. Students who do not meet this requirement will not be eligible to sit for the exam.

Certification Discretion

Certification is not guaranteed upon course enrolment. The institute reserves the right to withhold certification if a student does not meet:

- Required hours
- Practical competency
- Professional standards

Certification Eligibility

The Institute awards a **Certificate of Completion** upon successful fulfilment of all programme requirements. Certification and examination eligibility are strictly limited to students who have fully completed the prescribed programme hours, coursework, practical training, and all required assessments as delivered by the Institute.

To qualify for certification, students must also meet all attendance, participation, and performance standards as set out in the programme curriculum. Partial completion of the programme will not qualify a student for certification or entry into final examinations.

Students who withdraw, discontinue, or fail to complete the programme in full will not be eligible for certification or examination under any circumstances. No credit, partial certification, or alternative certification will be issued for incomplete training.

External Training

Training undertaken outside the institute will not be accepted or credited toward certification unless explicitly approved in writing in advance as part of a formal recognition or transfer agreement.

Code of Conduct

All students are required to maintain a high standard of professionalism, respect, and conduct throughout their training. The Institute is committed to providing a structured, safe, and professional learning environment, and expects all students to always contribute positively to this environment.

The Institute reserves the right to suspend or permanently remove a student from the programme, without refund, in cases including but not limited to:

- Disruptive, disrespectful, or inappropriate behaviour towards staff, instructors, or fellow students
- Failure to demonstrate or maintain professional conduct expected within a training and teaching environment
- Repeated failure to adhere to Institute policies, training standards, attendance requirements, or programme guidelines
- Any conduct deemed to undermine the integrity, safety, or smooth delivery of the training programme

In addition, enrolment into the programme is considered an acknowledgment that the student has undertaken sufficient personal due diligence regarding the nature, structure, expectations, and outcomes of the course prior to registration. The Institute shall not be held liable for any misunderstanding, misinterpretation, or assumptions made by the student regarding course content, certification pathways, career outcomes, or programme requirements after enrolment.

By enrolling, the student confirms that they have had the opportunity to seek clarification, ask questions, and fully understand what the programme entails, and accepts full responsibility for their decision to join the course under these terms.

Scheduling & Changes

The institute reserves the right to:

- Adjust schedules
- Change instructors
- Modify course structure

Students will be informed in advance where possible.

Privacy Policy:

Our privacy practices regarding the collection, use, and protection of personal information are governed by our Privacy Policy.

- By using our website, you consent to the collection and use of your information as described in our Privacy Policy.
- Information about cookies and tracking technologies used on our website is also outlined in our Privacy Policy.

Disclaimers and Limitations of Liability:

We make no warranties regarding the accuracy, completeness, or reliability of the information provided on our website.

- We are not liable for any damages arising from the use of or inability to use our website or services offered by Reformer Pilates Training Institute, including but not limited to direct, indirect, incidental, consequential, or punitive damages.

Governing Law & Compliance

Reformer Pilates Training Institute operates in accordance with and is governed by the laws of the Republic of Kenya.

All students, participants, users, and visitors engaging with the institute, its website, programmes, services, facilities, instructors, or affiliated training locations agree that all matters relating to enrolment, participation, certification, payments, disputes, policies, and institute operations shall be interpreted and governed exclusively under Kenyan law, including but not limited to:

- The Constitution of Kenya;
- The Consumer Protection Act;
- The Data Protection Act, 2019;
- Applicable business, education, employment, and contractual laws and regulations within Kenya.

By enrolling into any programme or accessing institute services, students acknowledge and agree that:

- The institute's policies, procedures, and operational standards are established in accordance with Kenyan laws and regulations;
- Any disputes, claims, or legal proceedings arising from participation in the programme shall fall under the jurisdiction of the courts of Kenya;
- The institute reserves the right to enforce its policies, academic standards, operational procedures, and contractual terms in compliance with Kenyan law.

The institute further complies with the Data Protection Act, 2019 regarding the collection, storage, processing, and protection of student and client information. Personal information, records, certifications, assessments, communications, and related materials shall not be disclosed except where required by law, authorized by the student, or necessary for legitimate operational purposes.

Changes to Terms and Conditions:

We reserve the right to modify or update these terms and conditions at any time.

- Changes will be effective immediately upon posting to our website.
- It is your responsibility to review these terms periodically for updates.

Contact Information:

If you have any questions or concerns regarding these terms and conditions, please contact us at:

- Reformer Pilates Training Institute
- Address: Nairobi, Kenya
- Phone: +254742345097
- Email: info@reformerpilatestraininginstitute.co.ke

Thank you for visiting Reformer Pilates Training Institute's website and for your cooperation in complying with these terms and conditions.