

RULES

I. GENERAL PROVISIONS

- 1.1. This document sets out the binding rules (the “Rules”) of UAB Flow Studija, legal entity code 306712018, registered office at M. Mažvydo g. 30-4, LT-06256 Vilnius (the “Company”), governing the rights and obligations of you (also referred to as the “Client”) and the Company when you use the Company’s website <https://mypilates.pro/> (the “Website”), its features and the Company’s services, namely the MyPilates club (the “Club”) and the services provided at the Club.
- 1.2. You may use the Company’s Website and purchase its services only after reading and agreeing to these Rules and the Company’s Privacy Policy. By confirming that you have read the Rules and the Privacy Policy, you undertake to comply with them.
- 1.3. Compliance with the Rules is mandatory for all Clients of the Club. A Client of the Club is any person who participates in a Club session and/or has paid for the Company’s (Club’s) services.

II. CONCLUSION OF THE AGREEMENT

- 2.1. Only registered Clients may purchase services on the Website. Registration is completed by filling in the registration form and providing the required information. You are responsible for the accuracy of your registration details and for keeping them confidential.
- 2.2. When registering, you must read the Company’s Rules and Privacy Policy and confirm this by ticking the designated box in the registration form.
- 2.3. A services agreement between the Client and the Company is deemed concluded when the Client, having read the Rules and Privacy Policy, places an order for a service and confirms its terms. If payment at the studio is selected, a confirmed booking obliges the Client to pay for the class. Clause 4.7 applies to non-attendance and late cancellation.
- 2.4. Persons aged 14 to 18 are admitted only with the consent of a parent or guardian. The minor is the recipient of the services. Liability for damage is determined in accordance with applicable law. If a trainer or Club staff member has reasonable doubts about a minor’s ability to exercise safely, the minor may be refused permission to exercise at the Club. Persons under 14 may not attend the Club. A recurring membership for a minor must be purchased on their behalf by a parent or guardian, who enters into the agreement and assumes the payment obligations under it.

III. CLUB RULES

- 3.1. You, as a Client of the Club, undertake to:
 - 3.1.1. Treat trainers, visitors and administrative staff respectfully. Aggressive, discriminatory or threatening behaviour, or behaviour that endangers the safety of others, is prohibited. The consequences of breaches are set out in clause 4.8.
 - 3.1.2. When exercising with an instructor (trainer), listen to and follow the instructor’s directions during, before and after sessions.
 - 3.1.3. Familiarise yourself with the rules for safe use before using equipment. If anything is unclear, ask a Club staff member for clarification.

- 3.1.4. Use the Club's equipment and other items only for their intended purpose, and do not use damaged or non-functioning equipment. The Client must compensate for damage to the Club's equipment and other items caused through the Client's fault, including reasonable repair costs or, where repair is not possible, the cost of replacement with equivalent property.
- 3.1.5. Use the services responsibly and take care of the equipment. Ensure that your behaviour does not cause harm to yourself or other Club members or disturb them during a session. If you witness damage to Club equipment or other members failing to comply with the Club's rules, notify Club staff.
- 3.1.6. Choose a level of exertion appropriate to your fitness and health. The Client may decline to perform an exercise suggested by the trainer and must inform the trainer accordingly. The Club is not liable for deterioration in health or injuries caused by the Client's improper conduct or undisclosed health circumstances, except where the damage was caused through the fault of the Club or its staff.
- 3.1.7. Inform the trainer or Club staff of any health conditions that could pose a risk to you or other Club members.
- 3.1.8. Immediately inform the trainer or Club staff if you suffer an injury or feel unwell.
- 3.1.9. Arrive for the class on time. For your first class, we recommend arriving at least 10 minutes early. If a first-time Client arrives late, the trainer may refuse participation if a safe introduction to the equipment and class can no longer be provided. A returning Client who is no more than 5 minutes late may participate only with the trainer's permission following a safety assessment; participation is not permitted if the Client is more than 5 minutes late. If participation is refused because of the Client's late arrival, the class is deemed used and the credit or payment is not refunded.
- 3.1.10. Review the introductory recording sent by email before your first class. If you do not receive the email, contact kaunas@mypilates.lt. An introductory class is strongly recommended for your first visit but is not mandatory. The safety requirements and the trainer's assessment of readiness apply in accordance with clause 5.5.

3.2. The Client confirms that they have been informed that the following are prohibited at the Club:

- 3.2.1. Photographing or filming other identifiable persons without their consent. You may photograph or film yourself provided this does not disrupt the session or other visitors. Photography and filming are prohibited in changing rooms, showers and toilets. Commercial photography or filming must be agreed with the Club in advance;
- 3.2.2. Attending the Club when ill or feeling unwell;
- 3.2.3. Exercising under the influence of alcohol or other substances;
- 3.2.4. Exercising in unsuitable or dirty clothing, socks or footwear;
- 3.2.5. Failing to follow the instructions of Club staff or the trainer;
- 3.2.6. Using a phone during a class, to maintain focus and show respect for other participants;
- 3.2.7. Advertising any other services without prior agreement with the Club;
- 3.2.8. Bringing pets, unless agreed with the Club and provided this does not disturb any other visitor;

3.2.9. Talking loudly, making noise or otherwise disrupting a session, and ignoring the trainer's instructions.

3.3.A Club staff member or trainer may refuse to allow a Client to begin a session or may stop their participation where there is a reasonable safety risk or the Client fails to follow safety instructions. Clause 4.8 applies to other breaches and membership termination.

3.4.The studio closes 10 minutes after the last class. Please leave the studio premises promptly after the last class.

3.5.When selecting services, the Client must take their physical condition into account and assess the risks. By purchasing services, the Client confirms and warrants that they are in suitable physical condition and have no health conditions that would prevent full participation in sessions. In particular, the Client confirms that they:

3.5.1. Have no heart condition that limits them to physical activity recommended by a doctor. Do not experience chest pain during physical activity.

3.5.2. Have no problems with high or low blood pressure.

3.5.3. Have not recently lost their balance or consciousness due to dizziness.

3.5.4. Have no serious physical problems involving joints, bones or muscles that could worsen with a change in physical activity.

3.5.5. Have not suffered any serious injuries or chronic illnesses that our trainers should know about.

3.5.6. Are not aware of any other reason why they should not engage in physical activity or should exercise particular caution.

3.5.7. If female, are not pregnant and have not given birth within the last 3 months. Women who are pregnant or have given birth within the last 3 months may attend individual sessions only after their suitability and the session conditions have been individually agreed with the Club in advance.

3.5.8. If any of the points above poses a risk to the Client, they must inform the trainer and/or administration (kaunas@mypilates.lt) in advance; exercise is permitted only after agreement with the Club and discussion of the possible risks. If consultation with an external specialist is required before participating in sessions, this is the Client's personal responsibility.

3.6.By participating in sessions, you acknowledge and voluntarily waive any claims against the Club and instructor for injuries or damage you may suffer while participating, and assume full responsibility for your well-being, except where the damage was caused through the fault of the Club or its staff.

3.7.Hygiene rules:

3.7.1. On entering the Club premises, visitors must remove their shoes and leave them in the designated lockers, and hang their outdoor clothing on the hangers.

3.7.2. Visitors undertake to wear clean, tidy sportswear and maintain personal hygiene when exercising. Socks must be worn when exercising on a reformer. For safety, we strongly recommend socks with special soles that improve grip. Grip socks are mandatory when exercising on a mega reformer.

3.7.3. After a class, the Client must tidy their workout area: disinfect surfaces using the disinfectant wipes provided and return equipment and other items to their original position if moved.

3.7.4. The Club may refuse admission to a visitor if a contagious disease is suspected.

IV. MEMBERSHIP TYPES COMMENCEMENT EXPIRY AND TERMINATION

4.1. The Client may use the Club's services only after paying for them and entering into an agreement as set out in these Rules. Full details of service types and prices are provided on the Website.

4.2. Membership is purchased for personal use and may not be transferred to another person without the Club's consent.

4.3. To use the services, the Client must book classes through the MyPilates LT mobile application (the "App"), available on the Apple App Store and Google Play, through the Website (www.mypilates.pro), by email or by telephone. A place is deemed booked only once confirmation has been provided to the Client through one of these channels: the App, the Website account, email or telephone.

4.4. There are two main ways to purchase visits to the Club: non-commitment credit packages and recurring memberships. On purchasing either, the Client receives the specified number of credits. Credits are used for visits: one credit corresponds to one group class visit for one person.

4.5. Non-commitment packages:

4.5.1. Credits become valid on the purchase date for the period specified on the Website or in the App.

4.5.2. The Client makes a one-off payment for the credits in the amount specified on the Website or in the App.

4.5.3. Credit validity is not extended unless the Club agrees to make an exception for the Client. The Client's membership expires together with the credits. Credits not used within their validity period expire.

4.5.4. Partially used packages are non-refundable.

4.6. Recurring memberships

4.6.1. Membership becomes valid on the purchase date. Payment is made in advance every 28 calendar days. The minimum commitment is 6 payment periods of 28 days each. After the minimum term ends, membership automatically continues every 28 days indefinitely, without creating a new 6-payment commitment. The credits for each payment period are valid only for that period and are not carried forward to the next period, except where an extension is provided for in the Rules (or the Club makes an exception at its discretion). Non-attendance, cancellation of bookings or deletion of the App does not in itself suspend membership or recurring payments.

4.6.2. Once per 28-day payment period, membership may be frozen for 7 calendar days by notifying kaunas@mypilates.lt at least 2 working days in advance and specifying the start date. Freeze entitlements do not accumulate and cannot be applied retrospectively. During a freeze, credits cannot be used and bookings are cancelled; payment dates, credit expiry dates and the end of the minimum term are postponed by the duration of the freeze.

4.6.2.1. The Club may, at its discretion, grant an additional freeze due to illness or injury upon a substantiated request from the Client, with the duration and conditions agreed

individually. The Club may request confirmation of the period during which the Client is unable to exercise. Payments are postponed and credit validity is extended by the agreed duration of the freeze.

- 4.6.3. To terminate a recurring membership under the standard procedure, the Client must notify kaunas@mypilates.lt. Membership ends 30 calendar days after receipt of the notice. The Client may choose a later end date: the end of the full final 28-day period in which the 30-day notice period expires. The Club confirms the end date and final settlement. Once terminated, membership will not renew.
 - 4.6.4. The fee for the time up to the selected membership end date is calculated and paid with the final payment. If the full final period is selected, its full price is payable and the full number of credits is provided. If part of a period is selected, the fee equals the regular membership fee for that period divided by 28 and multiplied by the number of payable days; the number of credits is reduced in proportion to the time and shown in the final calculation. Amounts are rounded to euro cents and credits are rounded up in the Client's favour. In the case of standard termination, the fee is not recalculated according to how many of the allocated credits the Client actually used. Membership credits expire when the membership ends, except for credits returned under clause 5.3 and cases provided for by law.
 - 4.6.5. If the Client initiates standard termination before the end of the minimum term of 6 payment periods, repayment of the price discounts granted is calculated in accordance with clauses 4.6.6–4.6.8. Fees for the remaining periods of the minimum term for which services have not yet been provided are not automatically demanded. Repayment of discounts does not apply where it would conflict with mandatory legal provisions, including cases involving a statutory right of withdrawal, or where the Client terminates the agreement due to a material breach by the Club.
 - 4.6.6. For each full 28-day payment period paid for, the reference price is calculated by multiplying the number of credits included in the membership by the per-credit price specified below. The amount actually paid by the Client for that period is deducted from the resulting sum. The calculation is based on the number of credits allocated, not the number actually used. The following reference prices, fixed at the time of purchasing the membership, apply:
 - 4.6.6.1. Where the membership provides 5 or fewer credits per 28-day payment period: EUR 17.80 per standard credit and EUR 15.80 per off-peak credit;
 - 4.6.6.2. Where the membership provides 6 or more credits per 28-day payment period: EUR 16.90 per standard credit and EUR 14.90 per off-peak credit.
 - 4.6.7. Only positive price differences are added together, without counting additional discounts a second time. The total repayment may not exceed the regular fee for one 28-day period agreed when the membership was purchased, excluding any temporary promotion or discount code.
 - 4.6.8. Repayment of discounts is included in the final settlement separately from the price of services up to the membership end date. The Client is provided with a calculation of the repayment.
- 4.7. If a booking is cancelled less than 12 hours before the class, or the Client does not attend, the credit is deemed used and the fee paid is not refunded. A Client who selected payment at the studio must, in such cases, pay the full price of the booked class by bank transfer. Rescheduling at the Client's initiative is treated as cancellation of the original booking and a new booking.

- 4.8. In the event of aggression, threats, deliberate damage to equipment or a safety risk, the Club may immediately remove the Client from the session or premises. For a material breach or a breach repeated after a warning, the Club may terminate membership by stating the grounds and date in writing. If the Client is removed from a session due to such a breach, the credit or fee is not refunded. Upon termination, a final settlement is made for services provided; the Club retains the right to claim compensation for damage caused through the Client's fault.
- 4.9. The Club reserves the right to change service prices for existing members by giving at least 30 days' notice before the change takes effect. If the Club changes service prices, the Client may terminate the agreement with effect from the date the new rates take effect.

V. ADVANCE BOOKINGS AND SESSION TYPES

- 5.1. Clients may exercise at the Club in group or individual sessions under a trainer's supervision, or without a trainer's supervision by booking a machine or the entire studio.
- 5.2. Group classes must be booked in advance through one of the following channels: the App, the Website account, email or telephone. Places in sessions are limited.
- 5.3. If fewer than 3 people sign up for a group, the Company reserves the right to cancel the scheduled Club session by notifying the Client at least 2 hours in advance. In the event of unexpected trainer illness or technical problems, a class may be cancelled with notice given as soon as possible. If the Club cancels a class, the credit is returned and remains valid for 30 days from the scheduled class date, but not less than its original validity period. Payment for a separately paid class is refunded unless rescheduling is agreed.
- 5.4. The Client must cancel a booking at least 12 hours in advance; clause 4.7 applies to late cancellation and non-attendance.
- 5.5. **An introductory group or individual session is strongly recommended before the first group class but is not mandatory. The trainer may refuse participation if the Client cannot use the equipment or follow instructions safely. Limitations relating to the Client's health or readiness do not in themselves entitle the Client to a free membership freeze, extension or refund of the full amount paid; the membership terms and legal requirements apply.**
- 5.6. To exercise without a trainer's supervision by booking a machine or the entire studio, the Client must first attend a group class and familiarise themselves with all safety instructions for the equipment used. The Client is responsible for their own safety and for any damage to equipment or injury to themselves, except where the damage or injury is caused through the Club's fault.
- 5.7. The Club sells two types of credits: standard and off-peak. Standard credits allow attendance at all sessions, while off-peak credits allow attendance only at certain times. Full details of eligible times are published on www.mypilates.pro. The Club reserves the right to change off-peak hours.

VI. LIABILITY

- 6.1. The Company is not liable for inconvenience and will not compensate for any resulting damage if unforeseen circumstances require a change of trainer, or if a class does not take place for objective, justified reasons and Clients have been informed.
- 6.2. The Company is not responsible for the safety of belongings left in the cloakroom, changing-room lockers or elsewhere, and will not compensate the Client for any losses in the event of theft.

- 6.3. The Client's breaches of safety requirements, failure to follow the trainer's instructions and concealment of relevant health circumstances are taken into account when determining liability for damage. The Club is liable on the grounds and to the extent provided by applicable law.
- 6.4. If an accident at the Club affects the Client's health and the Client refuses to have an ambulance called, leaves before the ambulance arrives or refuses assistance when the ambulance arrives, the Client is responsible for all damage suffered or caused as a result.

VII. DISCOUNT CODES

- 7.1. Unless otherwise stated, discount codes apply to one purchase. When purchasing a recurring membership, the discount applies only to the first payment.
- 7.2. Discounts cannot be combined. Unless otherwise stated, discounts do not apply to promotional offers.
- 7.3. A Client may use a discount code once.
- 7.4. All discount codes have a limited validity period. The Club reserves the right to discontinue a discount code without notice.

VIII. GIFT VOUCHERS

- 8.1. Gift vouchers for various amounts or service packages may be purchased on our website www.mypilates.pro and in person at the studios.
- 8.2. A gift voucher is valid for 6 months from the purchase date unless otherwise stated; a unique gift voucher code is generated at the time of purchase.
- 8.3. To use the services, the Client must provide the gift voucher code by contacting kaunas@mypilates.lt. The voucher (unique code) may be used once.
- 8.4. Unused vouchers are non-refundable.

IX. FINAL PROVISIONS

- 9.1. In the event of a question or dispute, the Client should contact kaunas@mypilates.lt, stating the circumstances and their request. The Company will provide a reasoned written response no later than 14 calendar days after receiving the request. If the dispute cannot be resolved or no response is received within this period, the Client may contact the State Consumer Rights Protection Authority (A. Goštauto g. 12, 01108 Vilnius; <https://vvtat.lrv.lt>), submit an application through <https://www.vtis.lt> or apply to a court with jurisdiction.
- 9.2. The Company may, without the Client's separate prior consent and upon notifying the Client in writing, transfer its rights and obligations under these Rules to any third party, provided that the transfer does not reduce the rights granted to the Client under these Rules.
- 9.3. The Company may amend and update the Rules when its services and/or their provision change. We recommend visiting the Website regularly and reviewing the Company's Rules periodically. If the Company makes material changes to these Rules, it will inform you by email and publish a notice on the Website. Amendments take effect after publication on the Website and apply only to orders you place after the Rules have been amended.

Rules adopted on: 1 January 2023

Rules last updated on: 6 September 2026