

## GENERAL TERMS & CONDITIONS – JOY STUDIO

### Application and opposability

The present Terms and Conditions (hereinafter: “T&C;”) govern the relationship between JOY Studio, established under Belgian law, with its registered address at Antwerpsesteenweg 303, Belgium (hereinafter “JOY Studio”) and its clients (hereinafter: “Clients”).

These T&C; apply to all services, products, offers, bookings, contracts and invoices issued by JOY Studio, unless otherwise agreed in writing. JOY Studio is only bound by the conditions set out in these T&C.; The application of any other conditions is excluded.

By purchasing any product or service of JOY Studio, the Client confirms having read and accepted these T&C; without reservation. JOY Studio reserves the right to modify these T&C; at any time.

### 1. Purchasing products and services

JOY Studio offers yoga, pilates and movement practice classes, as well as related services and products.

Pricing options include drop-ins, session passes, memberships and gift cards.

Drop-in: access to one session, non-refundable if unattended.

Pass: access to a limited number of sessions, possibly time-limited.

Membership: recurring access to sessions with periodic payments.

All purchases are final and non-refundable.

Gift cards cannot be redeemed for cash.

Minimum age is 16 years.

### 2. Conclusion of an agreement

Offers are non-binding unless stated otherwise.

An agreement is concluded once confirmation is sent by JOY Studio.

JOY Studio reserves the right to refuse any booking.

Errors must be reported within 8 days.

### 3. Price and payment

Prices are in EUR and include VAT.

Payment must be completed before participation.

Memberships renew automatically unless cancelled in writing.

JOY Studio may suspend access in case of non-payment.

#### 4. Withdrawal right

Clients may withdraw within 14 days unless the service has already been performed or consent was given.

#### 5. Booking policy

Classes must be booked in advance via the booking system.

Clients must arrive on time. Late entry may be refused.

#### 6. Cancellation policy

Evening classes: cancel at least 5 hours before start.

Morning classes: cancel by 20:00 the evening before.

Late cancellations and no-shows result in loss of credit.

#### 7. Studio rules

Clients must respect instructors and participants.

JOY Studio may change or cancel schedules.

JOY Studio is not responsible for loss or theft.

Items left behind may be donated after 14 days.

#### 8. Suspension policy

Membership suspension may be granted once per year (1–4 weeks).

Medical suspension up to 3 months with certificate.

## 9. Intellectual property

All content, branding and services remain property of JOY Studio.

## 10. Liability

Participation is at own risk.

JOY Studio is only liable in cases of intent or gross negligence.

Not liable for indirect damages or third-party actions.

## 11. Personal data

Data is processed in accordance with GDPR and Belgian law.

## 12. Force majeure

JOY Studio is not liable for events beyond its control.

If force majeure lasts more than 90 days, agreement may be terminated.

## 13. Assignment

Memberships are personal and non-transferable.

## 14. Miscellaneous

Invalid clauses do not affect the rest.

## 15. Applicable law

Belgian law applies. Disputes handled by Belgian courts.

## ANNEX – Withdrawal form

To be completed if withdrawing from agreement.