GENERAL CONDITIONS OF REGISTRATION FOR GLOWPILATES.

1. CONDITIONS OF ENROLMENT AT THE CENTRE

1.1 General and Registration Conditions

These terms and conditions apply to all persons who register for the GlowPilates centres, as well as to guests, occasional users and any other person who makes use of the facilities (hereinafter, the "User").

The User declares that he/she is aware of and accepts these General Terms and Conditions, the specific conditions of registration and, where appropriate, the specific conditions applicable to certain modalities.

These conditions will be available in an updated form at the reception of the center and on the official website of GlowPilates.

Each GlowPilates centre is managed by an independent company under a franchise contract, which is responsible for the contractual relationship with the client and the provision of services.

Failure to comply with any of these rules, the internal regulations of the centre or the indications of the staff may result in dismissal and expulsion from the centre.

1.2 Access and Regulation of Minors

A minimum age of twelve (12) years is established to be able to enroll, access or make use of any of the GlowPilates facilities and services. Under no circumstances will access be allowed to minors of that age.

For the registration of minors (between 12 and 17 years of age, both inclusive), it will be a mandatory and mandatory and essential requirement to present in person an authorisation signed by their father, mother or legal guardian, accompanied by a copy of the latter's ID card.

The father, mother or legal guardian who signs the authorisation will fully and expressly assume civil, legal and economic responsibility for any damage, injury or

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harm that the minor may cause to himself, to third party users or to the materials and facilities of the centre, exempting GlowPilates from any claim in this regard.

1.3 ID, Customer Wristband, QR Code and Fingerprint

Upon registering at the centre, the User will receive a personal and non-transferable access system, which may consist of:

Customer Bracelet

QR code on mobile device

Fingerprint (optional and voluntary, subject to acceptance of the corresponding consent)

The transfer of the access system to third parties will entail the automatic cancellation of the centre for a minimum period of one (1) year.

• The initial issuance of the physical access medium will have a cost to be paid at the time of registration.• In the event of loss, deterioration or misuse, the Client must pay the amount corresponding to its replacement.• The access system will be essential for the use of any service of the centre.

1.4 Fitness for Physical Exercise and Health Insurance

The User declares under his/her responsibility:

• To be in adequate health conditions for the practice of physical activity.• Not to be aware of any medical contraindication that prevents them from practicing sports.• That, in the event of significant physical changes (such as significant weight loss, loss of consciousness or excessive fatigue), the center may recommend or request a medical check-up.• That periodic medical check-ups are recommended to guarantee an adequate state of health.

- The User expressly undertakes to inform the assigned instructor prior to the start of each session of any injury, pathology, ailment, pregnancy or physical limitation, whether temporary or permanent, that may affect their sports practice, in order to be able to adapt the exercises.
- The User assumes the unequivocal commitment to strictly follow, at all times, the operational instructions, execution techniques, safety guidelines and corrections indicated by the center's instructors during the development of the classes.

- The practice of Pilates involves the use of specific machinery and resistances. GlowPilates is totally exempt from any liability for injuries, chronic pain or physical damage derived from poor execution of the exercises by the User, from their negligent action, from excessive self-imposed unilaterally, or from having omitted relevant information about their state of health.

In exceptional health situations, preventive measures may be applied in accordance with the recommendations of the competent authorities.

Some centres may have accident insurance associated with the activity, which may be mandatory depending on the centre. Specific conditions should be consulted at reception.

1.5 Payment of Registration and Fees

• Registration covers the contractual relationship for the period corresponding to the receipt paid.

• If the cancellation is not requested in a timely manner, the registration will be automatically renewed for the same periods of time.

• The first installment may be paid in person or through the online channels enabled; subsequent instalments must be paid by direct debit (SEPA).

• Non-direct debit payments made in person may incur a 2% surcharge for management fees.

• Special subscriptions, promotional fees or advance payment methods are non-refundable, except in cases in which the legal right of withdrawal is applicable in contracts made remotely.

• In the event of an exceptional refund authorised by the centre's management, the amount to be refunded will be calculated in accordance with the current standard rate, and may be made by means of a voucher with a specific expiry date.

Permanence

• The customer who opts for a permanent installment will benefit from a discount on the monthly installment in force at the time of contracting.

• This benefit will be conditional on the customer's permanence in registration for a minimum period of twelve (12) consecutive months.

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• After this minimum period, the customer may continue to register without assuming a new commitment to permanence, maintaining the economic benefit as long as they maintain the same modality.

• Early withdrawal before the end of the minimum period of permanence will imply a penalty equivalent to two (2) monthly payments without application of a discount.

• Failure to pay this penalty may result in the immediate suspension of access to the centre until the situation is regularised.

1.6 Discounts and Promotions

• GlowPilates may offer discounts for companies, groups or families.

• In the event that a User is eligible for several discounts, the most beneficial one will be applied.

• Discounts will not be retroactive.

• Promotions for early payment will be applied according to the modality and conditions in force.

• Offers may be aimed at new customers or former customers who meet the requirements established in each campaign.

1.7 Non-payment

• The return of a bill will entail the obligation to pay the outstanding amount, as well as a surcharge of 2% for management fees.

• In the event of failure to provide bank details or if it is impossible to make the payment, the receipt will be considered unpaid for all purposes.

• While there is any outstanding amount, the centre may suspend the client's access to the facilities and services.

• After three (3) months have elapsed since the first non-payment without regularisation, the customer may automatically cancel the payment, without prejudice to the obligation to pay the outstanding amounts.

• In order to re-enroll in any GlowPilates center, it will be necessary to have previously paid all the amounts due.

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• Exceptionally, and only in the first incident of non-payment, the centre may apply a partial reduction of the outstanding amount if the customer has not used the facilities during that period. In subsequent incidents, no reduction will be applied.

2. CONDITIONS OF ACCESS TO THE CENTRE

2.1 Access Regulations

Access to the GlowPilates centers will be through the systems enabled in each establishment, which may include:

• Customer wristband• QR code on mobile device• Fingerprint (optional and upon acceptance of the corresponding consent)

To access the facilities:

• The Client must have a valid, active and valid access system.• In the event of not presenting the corresponding access system, the centre may require the payment of a one-off ticket according to the current rate.• The last access to the centre will be allowed up to forty-five (45) minutes before closing time.• The activity areas may close up to thirty (30) minutes before the general closing of the centre.• A A maximum delay of five (5) minutes with respect to the schedule of the contracted modality.• Access outside the hours corresponding to the contracted modality may imply the payment of the corresponding punctual ticket.

The opening and closing times will be available at the reception of the center and on the official website of GlowPilates.

On special dates:

• On 24 and 31 December, schools may close earlier than usual hours.• On 1 January, reduced hours may be offered.• On 25 December, schools may remain closed.

The management of the centre reserves the right to modify the opening hours, after notifying users through the usual channels.

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2.2 Customer Access to Other Sites

The Client will be able to access other GlowPilates centres by paying the one-off ticket established at the destination centre.

• In the event of a difference in timetables or conditions between centres, those of the centre to which access is given will prevail.

2.3 Guests and Occasional Users

• Guests will be allowed access by valid invitation or by paying a one-off ticket.

• Only people over fourteen (14) years of age who are not active customers or former customers with a leave of absence of less than three (3) months may enter as guests.

• It will be mandatory to present an ID card, passport or residence card to validate access.

• Each guest may access a maximum of two (2) times in a period of twelve (12) months, with a minimum interval of ninety (90) days between accesses.

Those people who:

• Have a leave of absence due to non-payment in the last twelve (12) months.• Have the right of access suspended due to non-compliance with rules.• Have been expelled from the center.

Likewise, the centre may limit access to users when there are operational, security or capacity reasons.

For the use of rotation lockers, the center may request a refundable deposit by the closure or bracelet system, if so established.

2.4 Physical Conditions of Users

By using the facilities, the User declares under his/her responsibility:

• That, in the event of using medical devices such as pacemakers, the use of certain elements of the centre will be under their sole responsibility.• That, in the event of suffering from contagious diseases, they will adopt the necessary measures to avoid risks to other users, including not attending the centre.• That they are in adequate physical condition for sports practice and that they are not aware of medical contraindications.

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2.5 Suspension of the Right of Access

The management of the centre may temporarily or permanently suspend the right of access in the following cases:

• Failure to comply with these General Conditions.• Failure to comply with the conditions of registration or the internal regulations of the centre.• Disobedience to the instructions of the centre's staff.

The suspension may be temporary or permanent depending on the seriousness of the facts.

2.6 Video Surveillance System for Security

- For reasons of security, access control, protection of users and preservation of the facilities, the centre has a video surveillance system consisting of two (2) image recording cameras located visibly in the common areas of the reception and the main physical activity room.
- In strict compliance with the General Data Protection Regulation (GDPR) and applicable national regulations, images will not be captured in areas reserved for privacy, such as the interior of changing rooms or toilets.
- The recorded images will be processed for the sole purpose of security. The center has installed the mandatory information posters at the entrances to the video-monitored areas. The User may exercise their data protection rights in accordance with the provisions of section 7 of these Conditions.

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3. CONDITIONS OF USE OF THE CENTRE

3.1 Rules of Conduct

The User, by using the facilities of the centre, accepts and undertakes to:

• Observe the rules of conduct established in the centre and in each of its spaces, respecting the coexistence, privacy and well-being of other users.

• Maintain civic, respectful and appropriate behaviour with both other users and the staff of the centre.

• Do not use mobile phones in changing rooms or make recordings of images or sound inside the centre without express authorisation. Any failure to comply will be the sole responsibility of the User.

• Follow the instructions of the school staff at all times and respect the established safety and hygiene measures.

• Use the facilities and material correctly, avoiding any negligent, reckless or inappropriate use that may cause damage or injury.

• Be responsible for damage caused by improper use of the facilities or material, assuming the cost of their repair or replacement.

• Not to carry out commercial, professional or training activities for third parties within the centre without express authorisation.

• Do not introduce or use illegal or prohibited substances within the facilities.

• Do not go to the centre in conditions that may pose a risk to yourself or to third parties.

In the event of complaints or incidents related to the centre's staff, the User must report them through the channels provided, either in person at reception or through the centre's communication channels.

3.2 Permanent Use Cabinets

• The Client may have a wardrobe for permanent use in those centres that offer this service.

• For service reasons (maintenance, cleaning, security or operational needs), the centre's staff may access the locker after notifying the Client.

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• For security reasons, padlocks must comply with the technical characteristics established by the centre. Otherwise, the centre may replace them at the Client's expense.

• In the event of cancellation, the Client must empty the cabinet within a maximum period of three (3) days from the effective date of cancellation.

• After this period, the centre may empty the cabinet and keep the non-perishable objects for a limited period, after which it will be able to dispose of them.

3.3 Rotating Cabinets

• The centre makes rotating lockers available to users during their stay in the facilities.

• At the end of the use of the centre, the cabinets must be empty, open and available to other users.

• Failure to comply with this obligation may lead to the opening of the locker by the center's staff.

3.4 Free Services

• The centre may offer certain services included in the fee, the availability of which may vary depending on the modality contracted, the centre and the date of registration of the Client.

• Access to and use of these services will be subject to the specific conditions established by the centre.

3.5 Optional Services

The centre may offer additional services subject to payment, including, but not limited to:

• Personal training• Physiotherapy• Nutrition• Wardrobes for permanent use• Special activities or courses• Equipment rental• Complementary services (towels, vending, insurance, among others)

Conditions:

• No refunds or subscriptions will be made for contracted services not consumed.

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• Each service may be subject to specific conditions, limitations of use or expiry dates that must be consulted at the time of contracting.

• Some services may be included in certain modalities, according to the conditions in force.

3.6 Reservations, Cancellations and No-Shows Policy

- Access to the Pilates sessions requires prior reservation of a place through the official mobile application (App) or the digital channels enabled by the center.
- GlowPilates reserves the right to establish a maximum period of notice to make reservations, as well as a deadline to proceed with their cancellation without penalty. These commercial deadlines will be duly communicated in the App and at the reception of the centre.
- The cancellation of a reservation after the established deadline, or the non-attendance to the booked session without prior cancellation (no-show), will entitle the center to apply the penalty policies in force at all times.
- These penalties may include, but are not limited to: the automatic loss of the credit or session corresponding to the contracted voucher, the temporary restriction of the ability to book classes in advance, or the application of a financial surcharge in the following monthly payment, in accordance with the penalty rate displayed at the centre.

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4. ADMINISTRATIVE, MODALITY, PRICE AND SERVICE CHANGES

4.1 Administrative Changes

The Client must notify any modification of the data provided at the time of registration (including personal, bank or contact details) to the reception of the centre or through the channels provided, at least fifteen (15) days before the expiry of their current subscription.

• In modalities subject to specific conditions (such as age promotions or other requirements), failure to update data may imply automatic adaptation to the most appropriate current standard modality.

• Access to modalities or conditions that are no longer in force at the time of requesting the change will not be allowed.

4.2 Change of Modality

The Client may request a change in the method of their subscription under the following conditions:

• The request must be made within the first fifteen (15) calendar days of the current month.

• The request for change will imply the loss of the rights and conditions associated with the previous modality.

• If the change is to a lower amount, the economic difference will be applied in the next billing period.

• If the change is to a higher amount, the Client must pay the corresponding proportional part until the next maturity.

• The change may be requested during the last paid period to take effect in the next billing cycle.

• The change of modality may entail a management cost, which will be informed at the time of the application.

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4.3 Price Changes

• The fees of the GlowPilates centers may be reviewed periodically, at least once a year.

• Price changes will be communicated to Customers through the centre's usual channels (reception, direct communication or other available means).

• The centre may also modify the prices of optional services, supplements or other concepts at times other than the general review of fees.

• In the event of substantial improvements in the facilities or services, the centre may apply increases in the fee, which will be communicated sufficiently in advance, allowing the Client to exercise their right to cancel in accordance with the established conditions.

4.4 Changes to Terms and Services

The management of each GlowPilates centre reserves the right to:

• Modify, extend or delete any of the services offered.• Modify these General Conditions, the conditions of registration or the economic conditions.

Such modifications will be communicated to the Clients through:

• Information at the reception• The centre's usual communication channels

GlowPilates reserves the right to proceed with the temporary closure, total or partial, of its facilities and the suspension of the service for justified reasons such as the execution of improvement or repair works, serious technical incidents, essential maintenance work, restrictions or mandates from health or government authorities, strikes, as well as any other cause of force majeure or fortuitous event beyond the direct control of the center.

Such suspension or temporary closure, provided that it responds to the aforementioned causes, will not alter the validity of the contractual relationship or grant the User the right to demand any compensation for damages, or contractual termination with penalty for the centre.

In the event of forced closures that exceed fifteen (15) consecutive calendar days within the same billing month, the centre will compensate the client by extending the validity of their credits or by proportionally relieving the fee in the next billing period in which the activity is resumed, unless the closure is definitive. in which case it will proceed in accordance with the applicable consumer legislation.

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4.5 Flexibility of Programming, Activities and Staff

- GlowPilates organizes and plans its activity offer aimed at optimizing the overall service. Therefore, the Management reserves the right to modify the schedules of the classes, the typology of the activities directed, as well as to replace the instructors or professors assigned on a one-off or permanent basis.
- These contractual conditions do not guarantee the teaching of classes by a specific teacher or instructor, nor do they guarantee the maintenance of a fixed or unalterable schedule throughout the year.
- Operational variations in schedules, activities or technical personnel that do not substantially alter the nature of the overall service will not constitute a breach of contract by the centre, nor will they entitle the User to the termination of the contract in advance without fulfilling their commitments, or to the reimbursement of amounts.

5. CANCELLATION CONDITIONS

5.1 Voluntary Withdrawal

The Client may request their voluntary withdrawal from the centre under the following conditions:

• The request for cancellation must be made in person at reception or through the same channel used for registration, if it has been online.

• The notification of cancellation must be made between the 1st and the 15th of the month prior to the expiration of the current subscription.

• In the event that the request is made after the 15th, the cancellation will be effective at the end of the next billing period.

• In modalities with a maturity other than the 1st of the month, the request for cancellation must be made at least fifteen (15) days before the expiration date.

Important:

• In no case will the leave be retroactive.

• Failure to request cancellation in a timely manner will imply the automatic renewal of the subscription, without the right to a refund of the amounts paid.

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• Definitive cancellation will imply the loss of the Client status as of the expiry of the last period paid.

5.2 Special Casualties

The centre may offer specific types of leave under certain conditions:

Temporary Cancellation (Quota Freeze)

- The Client may request the temporary suspension of its monthly subscription (quota freeze) for a maximum cumulative period of two (2) months for each calendar year. The application must be processed at the reception or through official channels before the 15th day of the month prior to the month in which it is to take effect.
- During the approved period of temporary leave, the Customer will not be able to access the centre or consume services, but will keep their status as an active customer intact, retaining their seniority, the rights acquired over their subscription modality (especially if they have promotional rates or conditions of permanence) and the reservation of their place in the centre.
- Temporary leave will imply the pause or freezing of the standard fee, applying only a reduced minimum rate as "space maintenance costs", the amount of which will be set out in the current rate table of the centre.
- Once the requested period of temporary cancellation (maximum 2 months) has strictly ended, the payment will be automatically reactivated in the ordinary modality contracted prior to the break, resuming in the same way the regular and monthly collection of the corresponding fee through the pre-existing bank debit.

Medical leave

• In the event of impossibility of using the facilities for duly accredited health reasons, the Client may request medical leave.

• This modality may involve the maintenance of the contractual relationship by means of a reduced fee.

• It will be necessary to provide valid supporting documentation.

5.3 Dismissal due to Expulsion

The management of the centre may proceed to the temporary or permanent expulsion of the Client in the following cases:

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• Failure to comply with the General Conditions or internal regulations of the centre.• Disobedience to the instructions of the staff.• Inappropriate behaviour or behaviour contrary to coexistence.

The following will be considered serious or very serious misconduct, among others:

• Acts of bad faith or deception.• Verbal offenses or physical aggressions.• Carrying out illegal activities or activities contrary to current regulations.• Material damage to facilities or third parties.• Improper use of the center for unauthorized professional or commercial purposes.

Consequences of expulsion:

• Immediate suspension of the right of access.• Loss of the status of Client.• Prohibition of access or re-registration during the period determined by the Management.• Obligation to assume the damages caused, if applicable.

5.4 Other Causes of Sick Leave

The centre may proceed to the non-renewal of the subscription or its automatic non-extension in the following cases:

• Improper use of the facilities or services.• Behaviour incompatible with the operation of the centre.• Repeated breach of contractual conditions.

5.5. Fraudulent Use of Systems and Access

The following conduct will be explicitly considered a very serious breach of contract and fraudulent use of the centre's services:

- Sharing or ceding access: Lending, assigning, duplicating or providing third parties with the personal and non-transferable access system (whether it is the physical wristband, the QR code of the App or any other enabled method), allowing unauthorized people to enter the center.
- Fraudulent bookings: Repeatedly making massive or systematic bookings of classes without the real intention of attending, or through the use of falsified profiles, deliberately altering the correct functioning of the centre's quadrant and harming the rest of the users.
- Improper use of digital systems: Manipulating, altering, hacking or making illicit, malicious or abusive use of the mobile application (App), the centre's software, access totems or the establishment's digital communication networks.

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The detection of any of these conducts will entitle the Management of the center to proceed to the immediate and precautionary suspension of the right of access, and after the corresponding verification, to the definitive expulsion of the Client, implying the loss of their status as a subscriber without the right to a refund of the amounts paid, and without prejudice to the legal actions and claims for damages that GlowPilates decides to undertake.

6. ONLINE CONTRACTING AND RIGHT OF WITHDRAWAL

6.1 Online Recruitment

Online registration as a GlowPilates Customer can be done through:

• The official website www.glowpilates.es
• Other electronic means enabled by the centre

Conditions for online contracting:

• The Client must be of legal age and have sufficient legal capacity to enter into the contract.

• To complete the registration process, it will be mandatory to accept:

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• Registration as a Client will be considered formalised once the corresponding confirmation email has been received.

• Payment of the registration fee and the first installment must be made at the time of contracting by bank card, through the secure payment gateway enabled.

• Subsequent instalments will be paid by direct debit to the account provided by the Client.

• After the online contracting, the Client must go to the centre to complete the necessary administrative procedures, which may include:

Signing of the direct debit order

Data Verification

Delivery of the access system (wristband, QR or others)

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Prior to contracting, the Client must review all the conditions applicable to their modality, including rates, schedules, limitations and services included.

6.2 Right of Withdrawal

In accordance with current regulations on consumers and users, the Client who has contracted online has the right of withdrawal under the following terms:

• The period for exercising the right of withdrawal is fourteen (14) calendar days from the day following the confirmation of registration.

• The withdrawal may be exercised without the need to justify any reason.

Procedure for exercising withdrawal

The Client must communicate its decision to withdraw by:

• Email address to the centre where you registered• Written communication presented at the reception of the centre

The request must be clear and unambiguous.

Consequences of withdrawal

• If the Client has not used the facilities or consumed services, the amounts paid will be refunded in full.

• If the Client has made use of the facilities or services, the centre may retain the proportional part corresponding to the period or services effectively enjoyed.

• The use of the facilities implies the express acceptance of the proportional payment of the services used.

• The refund will be made within a maximum period of fourteen (14) calendar days from receipt of the request, using the same means of payment used in the contract, unless another method is agreed.

Limitations on withdrawal

• After the period of fourteen (14) calendar days, it will not be possible to exercise the right of withdrawal.

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• The right of withdrawal will be applicable exclusively to contracts carried out remotely (online), not being applicable to contracts carried out in person at the centre.

Relationship with the conditions of sick leave

The right of withdrawal regulated in this section is independent of the conditions of withdrawal established in section 5 of this document.

Consequently:

• Failure to request cancellation in a timely manner in accordance with the general conditions will not affect the right of withdrawal within its legal period.

• Outside the withdrawal period, the general conditions of cancellation will apply, including non-retroactivity and non-refund of amounts paid.

7. DATA PROTECTION

In accordance with current data protection regulations, the User is informed of the following:

• The person responsible for the processing of personal data is the company that owns the GlowPilates centre in which the Client is registered, which will be the one who manages the contractual relationship and the provision of the services.

• ONE WELLNESS VENTURES S.L., with CIF B22831093 and address at C/ Sant Antoni Maria Claret 84, 08025 Barcelona, will act as data processor, accessing personal data exclusively for the provision of support services, operational management, system maintenance and assistance linked to the GlowPilates network.

Personal data will be processed for the purpose of managing the contractual and operational relationship. This expressly includes:

- The management of users, reservations, training profiles and access through the Official Mobile Application (App) and the internal management software (CRM) of the center.
- The sending of operational communications, maintenance notices, booking confirmations or cancellations, security alerts, and invoicing through digital channels that the User expressly authorises, such as: email, mobile phone text messages (SMS), and the instant messaging application WhatsApp (or other analogous ones used for agile communication with the customer).
- The processing of data for promotional or advertising purposes of the GlowPilates network, provided that the user has not expressed their opposition in the established legal terms.

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• The data will be kept for the time necessary to comply with the purposes indicated and the corresponding legal obligations.

• The User may exercise their rights of access, rectification, deletion, opposition, limitation of processing and portability by means of a request addressed to the centre in which they have registered, through the email address provided by said centre.

• The processing of data will be governed by the provisions of the Privacy Policy available on the official website of GlowPilates.

8. LIMITATION OF LIABILITY

- The rotating and permanent use lockers (lockers) are made available to users exclusively as a facility to store clothes and personal belongings strictly necessary for sports activity. The centre does not carry out any function of depositing, safeguarding or safeguarding valuable goods.
- It is expressly forbidden to bring valuables such as jewellery, high-end electronic devices, large sums of cash, etc. into the cabinets.
- The centre is fully exonerated from any liability for loss, theft, theft, theft or deterioration of any personal object (including clothing, footwear, backpacks and their contents) that is deposited both inside the lockers and in any other area of the facilities, being the sole responsibility of the User to secure their locker correctly with the locking systems approved by the centre.

9. GOVERNING LAW AND JURISDICTION

These General Conditions will be governed by Spanish law.

In the event of a conflict or controversy, the courts and tribunals of the consumer's domicile will be competent, in accordance with the applicable regulations on consumers and users.

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