

Terms & Conditions

1. General Information

These Terms and Conditions apply to all services provided by **New Identity Body Shaping Studio** (“the Studio”), located in Doha, Qatar. By signing this document or using our services, clients acknowledge that they have read, understood, and agreed to these terms.

2. Eligibility for Treatments

All clients are required to complete a **Medical Questionnaire** before their first session. Treatments are non-medical and non-invasive, intended for wellness, body shaping, and relaxation purposes. The Studio reserves the right to refuse or postpone any treatment if a client’s health condition indicates potential risk or contraindication.

3. Booking & Scheduling

All training sessions and treatments must be **scheduled in advance** and **confirmed** by the Studio. Availability of time slots and trainers depends on daily scheduling. Clients are encouraged to arrive **10 minutes before** the appointment time to prepare for their session. **Late arrivals** may result in a shortened session without a price adjustment.

4. Cancellation Policy

Pre-scheduled sessions may be **canceled or rescheduled** up to **12 hours before** the appointment without charge. Cancellations made **less than 12 hours prior** to the scheduled time will be treated as a **completed (used) session**. Repeated last-minute cancellations may affect future booking privileges.

5. Packages, Validity & Payments

All packages are **valid for one month** from the date of payment unless stated otherwise. Sessions **cannot be transferred** to another person or to a later month. All payments are **non-refundable and non-transferable**, except in cases of verified medical conditions supported by a doctor’s note. In such cases, payments may be placed on hold until the condition allows the sessions to resume, for a period of up to six months. Packages or promotional offers must be **used within their validity period**. Each package includes a **personal measurement & tracking service** for progress monitoring.

6. Session Guidelines

All clients are required to wear **appropriate workout clothing** and maintain **personal hygiene**. The Studio provides a **clean and sanitized environment**; clients are requested to respect cleanliness and hygiene standards. Food consumption is not allowed in training zones. Mobile phone use should be minimized during sessions to ensure safety and focus.

7. Health & Safety

Clients must immediately inform staff of any **discomfort, pain, or unusual reaction** during a session. The Studio is not liable for injuries or health issues resulting from **undisclosed medical conditions** or **failure to follow therapist/trainer instructions**. Treatments involving **heat, vacuum, vibration, or infrared technology** are safe when used properly; clients with medical concerns should consult their physician before participation.

8. Confidentiality

All client information, including medical and personal data, is kept **strictly confidential** and used solely for the purpose of providing safe and personalized service. The Studio complies with applicable data protection and privacy regulations in Qatar.

9. Studio Conduct

To maintain a respectful and relaxing environment: Clients must behave courteously toward staff and other guests. Any form of **inappropriate behavior, harassment, or misconduct** will result in immediate termination of services. The Studio reserves the right to **refuse service** to any client violating studio policies.

10. Liability Disclaimer

By participating in any treatment or training session, the client acknowledges that: They are aware of the **non-medical nature** of all services provided. They understand that **results vary** depending on individual body composition, lifestyle, and health condition. The Studio and its staff are **not liable** for any claims, damages, or losses arising from the use of services, unless caused by proven negligence.