

Mind & Movement

Physiotherapist Rental Agreement — Version v1.0 (effective 1 Jul 2026)

This rental agreement is between _____ (“You - under personal or company”) and Mind & Movement (“the Company”). You are required to sign this agreement to confirm that you understand and agree to the terms and conditions.

1. Rental of Space and Equipment

The rental entitles you to the use of one treatment room, the Pilates equipment, and the functional resistance training equipment for one client at a time, subject to availability and the terms of this Agreement.

This access applies across all participating Mind & Movement studio locations, including:

Orchard Studio

390 Orchard Road, Palais Renaissance #10-03, Singapore 238871

Somerset Studio

111 Somerset Road, #08-04 111 Somerset, Singapore 238164

Raffles Place Studio

17 Phillip Street, Grand Building #0400, Singapore 048695

The rental is intended solely for the treatment or training of one client per booked session and does not permit group classes, multiple clients simultaneously, or exclusive use of the studio unless otherwise agreed by the Company.

2. Contact Details

You are required to keep the Company informed of your current contact details including mobile number and email.

3. Rental Rates

- \$35 - 30-minute session
- \$45 - 45/ 60-minute session
- \$55 - 75-minute session
- \$65 - 90-minute session
- \$90 - 120-minute session

The above rates apply to drop-in rentals. We also offer membership plans with discounted hourly rates. If you are interested in a membership, please let the Company know, and we will be pleased to recommend the most suitable option for your needs.

4. Payment Policy

Unless otherwise agreed with Mind & Movement, all bookings must be paid for via the booking app at the time of booking. A booking will only be confirmed once payment has been successfully received through the app. If you have any questions about using the app or require any assistance, please do not hesitate to contact us. Our team is always happy to assist and support you throughout your experience with Mind & Movement.

5. Respect shared space

Please keep noise levels to a minimum at all times, particularly while treatment and Pilates sessions are in progress.

If you wish to speak with your clients after a session, kindly continue the conversation in the waiting area. Please be mindful to keep your voices low and avoid gathering or lingering outside the treatment rooms or around the Pilates equipment, as this may disturb other practitioners and clients.

You are responsible for informing your clients to wait in the designated waiting area until you personally greet them and escort them into the treatment room. Under no circumstances should clients be walking around the studio searching for their

therapist or using the equipment without your presence.

We appreciate your cooperation in observing these guidelines. Your consideration helps us maintain a professional, calm, and welcoming environment, ensuring a positive experience for all practitioners and clients.

6. Beverages and Personal Items in the Treatment Room and Exercise Area

To maintain the cleanliness, safety, and longevity of our equipment, food and beverages are not permitted in the treatment room and exercise area.

Designated shelving is available within the studio for clients to store their personal belongings and drinks during their session. We kindly ask that you ensure your clients use these designated areas.

If your clients need to bring personal items, such as mobile phones or water bottles, into the exercise area, please ensure these items are placed neatly in a designated corner where they do not obstruct walkways or interfere with other users.

Under no circumstances should personal belongings be placed on any Pilates or gym equipment, as this may damage the equipment and compromise safety.

7. Professionalism

All practitioners are expected to uphold a professional, respectful, and courteous manner at all times when interacting with fellow practitioners, clients, and the management team. We are committed to fostering a welcoming, collaborative, and supportive environment where everyone feels respected, valued, and able to thrive.

Should any concerns or grievances arise, we encourage open, respectful, and timely communication. Where appropriate, we recommend addressing the matter directly with the individual involved in a constructive and professional manner.

If you are uncertain about how to approach a situation, or if the matter remains unresolved, please do not hesitate to speak with the management team. We value your feedback and are committed to working with you to resolve concerns fairly and respectfully.

8. Compliance with regulations

Please comply with all applicable laws, regulations, and professional standards governing your practice at all times. You are responsible for ensuring that all required professional registrations, certifications, licences, and insurance remain current and valid throughout your use of the studio.

The use of Pilates and gym equipment is strictly limited to practitioners who have received appropriate professional training and certification for the specific apparatus they intend to use.

Please note that authorisation to use one area of the studio or a particular piece of equipment does not constitute approval to use all other equipment or facilities. You may only use equipment for which you have been appropriately trained and authorised.

9. Scheduling

Please use the treatment room and exercise area only during your reserved booking time. To minimise disruption to fellow practitioners, we kindly ask that you avoid making last-minute changes to your bookings whenever possible.

All sessions must conclude on time to allow for a smooth transition to the next practitioner. If you anticipate requiring additional time, please extend your booking in advance, subject to availability.

In the event of a last-minute cancellation by your client, you may cancel your booking without penalty. We appreciate your cooperation in helping us maintain a fair and efficient scheduling system for everyone.

10. Booking and Administration on Rezerv App

You are solely responsible for ensuring that all bookings made through the Rezerv app are accurate and up to date. Please review your bookings carefully before your scheduled session. Any disputes relating to bookings or reserved session times will

not be entertained once the booked time has elapsed.

Cancellation Policy

If your client cancels a session, you may cancel your booking without penalty through the Rezerv app up to one (1) hour before the scheduled session.

For cancellations made within one (1) hour of the scheduled session, please notify us via WhatsApp as soon as possible.

If you fail to attend a booked session without prior cancellation (a "no-show"), the full booking fee will be charged.

Any disputes relating to bookings or cancellations will be handled in accordance with the terms of this Agreement.

Any attempt to manipulate the booking system, provide false information, or engage in fraudulent booking practices will be considered a serious breach of this Agreement and may result in the immediate suspension or termination of your booking privileges.

In the event that this Agreement is terminated due to misconduct, malpractice, or fraudulent conduct, any unused booking credits or remaining balance in your Rezerv e-wallet will be forfeited. No refunds or cash reimbursements will be provided for unused credits or account balances.

Please reach out to Mind & Movement on Whatsapp if any help is needed in learning how to use the app, or for other administrative matters.

11. Upkeep and Leaving the Premises

Please ensure that all areas of the studio are left clean, tidy, and in good condition after each session.

All props, accessories, and equipment must be returned to their designated storage locations after use. You are also required to wipe down all Pilates equipment and apparatus used during your session using the cleaning spray provided in the studio.

Please ensure that all springs, straps, and movable components are returned to their proper settings and left in good working order for the next practitioner.

To maintain cleanliness and hygiene within the studio, please do not dispose of wet food, leftover food, or liquids in the rubbish bins inside the premises. Kindly dispose of such waste in the appropriate external bins or take it with you when you leave.

If no one is using the room after your session, you are responsible for switching off all electrical appliances before leaving, including the lights and air conditioning.

Before seeing clients at any of our studio locations, you are required to attend a 15-minute studio orientation for each location you intend to use. The orientation covers studio procedures, equipment use, safety protocols, and operational guidelines to ensure a consistent experience for all practitioners and clients. A suitable time for the orientation can be arranged with our management team.

12. Health and Safety

You are responsible for ensuring that your clients, guests, and any other third parties accompanying you or attending your sessions comply with the studio's hygiene, safety, and operational policies at all times.

You must ensure that your clients are familiar with the studio's emergency procedures, including fire evacuation routes, emergency exits, and the location of first aid facilities. Any accidents, injuries, hazards, or safety concerns occurring on the premises must be reported to the Company as soon as reasonably practicable.

You acknowledge that you are solely responsible for the professional services you provide to your clients. The Company accepts no responsibility or liability for any injury, loss, damage, or claim arising from or in connection with the treatment, instruction, or services you provide.

You are strongly encouraged to maintain appropriate professional indemnity and public liability insurance, together with any other insurance required for your practice, throughout the term of this Agreement.

13. Disposal of Sharps and Clinical Waste

All needles, sharps, and other hazardous clinical waste must be disposed of immediately in the designated sharps container provided. You are solely responsible for ensuring that all clinical waste generated during your practice is handled and disposed of in accordance with applicable health and safety regulations and recognised professional standards.

Under no circumstances should needles, sharps, or any hazardous clinical waste be disposed of in general waste bins.

The Company treats breaches of this policy as a serious health and safety matter. Failure to comply with these requirements may result in the immediate suspension or termination of your booking privileges and/or this Agreement.

14. Equipment usage and Damage

Please inspect all equipment and facilities before use to ensure they are in good working condition. All equipment must be handled with due care and used only for its intended purpose. Any damage, defects, or maintenance concerns must be reported to the Company immediately so that appropriate inspection and repairs can be arranged.

When using the treatment beds, you are required to cover the bed with the disposable bed sheet provided for each client. After use, please dispose of the bed sheet in the designated disposal bin located in the staff room at the respective studio.

For each treatment session, the studio provides one (1) large towel and one (1) small towel. We kindly ask that towel usage be limited to this allocation to help us maintain an adequate supply for all practitioners.

As the studio towels are white, only clear, white, or colourless massage gels, creams, or lotions may be used during treatment to prevent staining. Products that may permanently discolour the towels should not be used.

15. Lost Property

The Company accepts no responsibility or liability for any personal belongings or equipment left on the premises after your booking has ended.

Any items found may, at the Company's sole discretion, be retained for a reasonable period to allow collection. However, the Company is under no obligation to store or safeguard such items and reserves the right to dispose of any unclaimed property after the designated holding period.

16. Termination

You may terminate this Agreement at any time by providing the Company with prior notice.

The Company reserves the right to suspend or terminate this Agreement immediately if you breach any of the terms and conditions set out herein, or any other agreement or policy communicated by the Company, whether made verbally or in writing.

Termination of this Agreement does not affect any rights, obligations, or liabilities that have accrued prior to the date of termination.

17. Disclaimer

The Company reserves the right to amend the rental rates, facilities, services, features, and the terms and conditions of this Agreement at its sole discretion.

Where reasonably practicable, the Company will provide advance notice of any material changes. Continued use of the Company's facilities and services following the effective date of such changes shall constitute acceptance of the revised rates, terms, and conditions.

I, _____ (Full Name), acknowledge that I have read, understood, and agree to be bound by the terms and conditions set out in this Agreement with Mind & Movement.

I further acknowledge that it is my responsibility to comply with all policies and procedures communicated by Mind & Movement, as amended from time to time.
