



## Yoga Classes and Courses Terms and Conditions

### YogaWellbeing Responsibilities

YogaWellbeing agrees to the following:

- 1) The health and safety of our students is paramount. YogaWellbeing endeavours to provide a safe, healthy and comfortable physical environment for the session.
- 2) YogaWellbeing always treats the personal information about Students with confidentiality. We collect only information as necessary to offer a safe and effective service. Any written information about Students is kept securely and is destroyed once you are no longer a customer. YogaWellbeing will provide a copy of your personal information upon receipt of a written request (letter or email). A copy of your personal information will be supplied to you within a month. Where possible this will be in the format of your choice. YogaWellbeing share information with any other companies, organisations or individuals only with the knowledge and written consent of Students. Any personal information we record shall not be given, shared, sold or otherwise provided to third parties for direct marketing or any other commercial purposes. When handling your personal information YogaWellbeing shall act in accordance with the General Data Protection Regulations 2018.
- 3) As a senior member of Yoga Alliance Professionals, YogaWellbeing endeavours to provide Students with the highest standards of service in accordance with code of practice of Yoga Alliance International.  
[https://www.yogaallianceprofessionals.org/YAPdocuments/Code\\_of\\_Practice.pdf](https://www.yogaallianceprofessionals.org/YAPdocuments/Code_of_Practice.pdf)
- 4) YogaWellbeing shall endeavour to assess, teach, advise and instruct Students safely, clearly and carefully throughout the session.
- 5) YogaWellbeing classes and courses have an allocated capacity. We accept class and course bookings on a "first come, first served" basis. This includes places made available due to cancellations.
- 6) Payment for a class does not remove the need to make a booking for the relevant session. YogaWellbeing cannot guarantee a place at any class or course unless the student has made the appropriate online booking and paid the full charge for the place.
- 7) YogaWellbeing accepts that Students may wish to purchase and use YogaWellbeing Gift Tokens as a payment method for classes and/or courses. Purchase of a YogaWellbeing Gift Token is not a guarantee of a place at a specific class or course. Students should still book a place at their preferred classes or courses online in the usual manner.
- 8) YogaWellbeing reserves the right to change the class/course fees at any time.
- 9) YogaWellbeing will provide an up-to-date copy of the terms and conditions for classes and courses to all Students. YogaWellbeing reserves the right to make changes to the terms and conditions at any time.

### Student Responsibilities

As the Student the following is expected:

- 1) You, The Student, shall wherever possible ensure attendance at the session you have booked. Should you be unable to attend a session please make your best efforts to inform YogaWellbeing in advance. Where a cancellation occurs less than 48 hours before the session booked YogaWellbeing may charge in full for the session. YogaWellbeing reserves the right to offer or refuse a refund on a pro-rata basis should you choose to cancel attendance on the session(s) prior to its agreed completion date.



- 2) You, The Student, shall ensure that you arrive IN ADVANCE of the session start time and make your best efforts to be ready and sitting on your yoga mat when the lesson begins. Due to the importance to your health and safety of completing the warm up, **late arrivals will not be admitted** but may still be charged.
- 3) You shall ensure that you remain until the end of the session. Only in extenuating circumstances such as emergencies should you leave the session before it is completed.
- 4) No show sessions will be charged in full.
- 5) You, The Student, shall be responsible for all payments as set out by YogaWellbeing (see Website for full details). YogaWellbeing reserve the right to withhold, withdraw or refuse services in the event of late or non-payment of outstanding sums. Any sums that remain outstanding longer than 15 days are deemed as overdue. YogaWellbeing reserve the right to take measures to recover any overdue sums of money by legal means if and when necessary.
- 6) You, the Student, have responsibility for your own health and safety. Ensure that you are fit and well enough to practice yoga. If necessary you should obtain medical advice before undertaking any yoga practice. YogaWellbeing accepts no liability for any injury caused by the Student's failure to follow instruction or due to non-disclosure of medical conditions, injury or physical impairment.
- 7) You, The Student, are expected to behave in an appropriate and safe manner at all times. YogaWellbeing reserve the right to withhold, withdraw or refuse services in the event of disruptive, discourteous, inappropriate, violent, abusive or discriminatory behaviour by The Student. YogaWellbeing will contact the appropriate Authorities to report any criminal activities occurring during a session.
- 8) You, The Student, are expected to behave in a safe and courteous manner to staff and other students. This includes, the following:
  - a. switching off or turn your mobile phone or setting it to silent
  - b. treating others with respect, regardless of age, physical limitations, gender, ethnic background, religion or sexual orientation
  - c. ensuring that the teacher is made aware of any medical conditions, injuries or other issues that might impact on your ability to safely practice yoga, including any possibility of pregnancy or any recent surgery.
  - d. taking responsibility for the security of your personal property. YogaWellbeing accepts no liability for loss, theft or destruction of Students' belongings
  - e. not bringing food, glassware, breakable items, hazardous items, dangerous substances or weapons into the class where they may cause safety hazards
  - f. ensuring your personal belongs are packed away safely so as not to cause a trip hazard for teacher or students
  - g. remaining bare-footed during the yoga session for your own safety
  - h. following the instructions of the teacher in the event of fire or other emergency

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Director

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