



# Client Code of Conduct

**Please be aware that all clients must adjure to the client code of conduct at all times.**

1. A minimum of 2 hour notice must be given for cancellations. Without this you may still be charged in full for the session.
2. Payment must be made ahead of the session.
3. Appropriate attire must be work.
4. Please remove your shoes/boots when entering the studio and refrain from wearing heavy perfumes.
5. No use of mobile phones or other electronic devices in the studio. Please turn them off before entering.
6. No food, or chewing gum in the studio. Water is accepted.
7. Limit your postures to poses and techniques that are being guided by your instructors. Listen to your body and do not hesitate to go into a resting pose should you require to do so.
8. Please inform your instructor about current/ previous health issues or injuries.
9. Please speak and listen mindfully to your instructors and fellow students.
10. Treat everyone with respect, care, compassion and non-judgementally.
11. Students are requested to maintain healthy boundaries with our studio. Students must not engage in any verbal or physical behavior of a demeaning, harassing or abusive nature in any professional context. Any form of harassment will not be tolerated and student may be barred from the studio should the behavior persist.
12. Students must ensure they maintain good personal hygiene standards at all times.
13. If any concerns arise, please ensure you speak directly with Sue and not with any of the other instructors.
14. Students should not contact the studio or our instructors through email or social media regarding any personal issues or histories (e.g., mental health/illness). It is against our policies to allow instructors to discuss these types of issues with clients informally. Should students require additional support regarding their mental health needs, we recommend that you contact an appropriate health care provider.
15. Your Yoga Experience reserves the right to withdraw, suspend or refuse to renew the membership of any member or user whose conduct is, or may be deemed to be in Your Yoga Experience's reasonable opinion, damaging to the character of the studio or amounts to a breach of the Terms and Conditions or where such expulsion is otherwise to be in the interests of the other Members of Your Yoga Experience. Any Member who is suspended shall forfeit all privileges to membership and shall not be entitled to any refund for any period during which his membership is suspended.