



IMPORTANT- Member Notice:

We understand that sometimes things come up, making it impossible to make your appointment. Don't worry, often this can be a great opportunity for someone from our waiting list to get access to the class. As a family owned, small business we endeavour to keep the experience you receive of the highest standard and in doing so restrict our class numbers.

Please read our cancellation policy, so you and all of our community can always get the most out of your yoga experience.

Our Booking and Cancellation Policy

To ensure our procedures are fair to all of our members, we adhere to a strict booking and cancellations policy. This is to ensure all members have the opportunity to access our entire range of classes and workshops.

Classes

If you are unable to attend a pre booked session, all classes must be cancelled online via the booking app, no later than **2 hours** before the scheduled start time of the class. If you are unable to cancel via the app, an email cancellation will also be accepted, providing it has been received more than 2 hours prior to the class start times.

Class cancellations made prior to this will not be charged. All cancellations after this point will be charged or online booking will be restricted. This includes no-shows.

Here are the details,

- Classes cancelled within 2 hours of the class start time for non-member's will be charged in full.
- No-shows for non-members will be charged in full.

Workshops

All workshops must be cancelled 24 hours in advance of the workshop start time. Failure to do so will result in the workshop being charged in full.

For a complete refund, a 1-week cancellation is required. A 50% refund will be received if you cancel between 7 days and 24 hours prior to the event start time. Any cancellations within this time are non-refundable, and all workshop bookings are non-transferable.



Booking restrictions

As our class numbers are restricted to ensure a truly unique experience for all of our members, we ask that members only book on classes which they are confident they can attend. This helps us to keep spaces available for all members, keeping the quality of experience high.

Failure to attend pre booked classes more than 3 time in a calendar month without early cancellation may result in restrictions being placed on to your booking privileges. This is likely to mean all classes are still available to attend, but each must be booked by speaking to a member of our team directly via email or phone. Unfortunately we **WILL NOT BE ABLE TO GAURENTEE** spaces on these classes.

Please note, we do not have a constantly open reception desk, so we suggest all bookings and cancellations are made via the app or via email.

1-1 Services

Client conduct 1. A minimum of 24 hours of notice must be given for cancellations. Without this, you may still be charged in full for the session and may have your online booking restricted. 2. Sessions must end at the specified time. We suggest making bookings, collecting supplements etc to take place at the beginning of the session. 3. Payments must always be made ahead of the session. Any sessions which you receive that are not pre- paid will automatically be added onto your next payment. If you chose not to continue with your package, then outstanding monies must be paid in full immediately. 4. Appropriate attire must be worn, and professional conduct is expected within the facility. 5. You are able to make any complaints necessary. Please contact either josh or Alex with any complaints/ concerns you may have. 6. Please stick to the recommendations of your trainer to ensure maximum results. By signing this contract you agree to inform your trainer of any medical information necessary throughout the package. You understand you have the right to withdraw from any exercise recommended. By participating you agree to allow your details to be stored and shared between all necessary personnel, and agree to perform the exercise.

Refunds

All sales are final, and we do not offer refunds, extensions or exchanges.

Should you become unwell or injured leading to an inability to attend, each case will be viewed on an individual basis.

As a small, family run business, we endeavour to provide the best service to all our members. This policy is in place to improve the service we provide, by ensuring all booking and cancellation opportunities are appropriate for both our staff and clients. We look forward to helping you to have the best possible experience of yoga- Your Yoga Experience.

Namaste.