



General Terms and Conditions

Yoga with Katie

1. **Health and Disclaimer Form:** All customers are required to complete and sign a health and disclaimer form prior to participating in their first class, course, workshop or retreat (hereafter referred to as “classes”) with Yoga with Katie. Registration forms will be provided when you arrive for your first class or are available on the website www.katiemaughfling.co.uk.
2. It is the responsibility of the customer to inform Yoga with Katie of any changes in health or other circumstances relevant to yoga classes.
3. During attendance at class, if at any time during you feel discomfort or strain, Yoga with Katie advises that you gently come out of the posture. You may rest at any time during class. Yoga is a journey of understanding ourselves. It is important that you respect your body and its limits each day.
4. Yoga with Katie advises customers to bring their own yoga equipment to class. Mats are sometimes available to purchase at a cost price. Other equipment prices can be sourced on request. There are often yoga mats and other equipment available for public use at the studios, however Yoga with Katie is not responsible for the hygiene of this equipment and will not be held responsible for such.
5. Yoga with Katie reserves the right to refuse admission to classes if we believe they are inappropriate to the customer or if we believe a customer’s conduct and behaviour may be disruptive to other participants.
6. In the event that it becomes necessary, participants must follow any instructions on matters of Health, Safety, Fire and Emergency evacuation.
7. Customers should arrive 5 minutes before class is due to start. Late arrivals may be refused admission.
8. Classes are run on a drop-in basis to provide flexibility for students, however it is advisable to pre-book classes to ensure a space. Yoga with Katie will not be responsible for customers who have not booked and cannot gain entry into the class because it is full.
9. Personal belongings are brought to classes entirely at the your own risk. Yoga with Katie is unable to provide any safe storage facilities for belongings and will not be held responsible for any loss or damage whatsoever for the belongings of participants. Please do not bring valuables to class.
10. Classes are held at the locations and times stated on the schedule. Yoga with Katie reserves the right to change locations and times of classes giving reasonable notice in such circumstances.
11. **Drop-in Classes:** Payment must be made prior to commencement. Class prices are indicated on the class schedule.
12. **Block Payments:** Customers may also pay for some classes on discounted block basis. Block payments will be valid for six months. Unfortunately I am unable to transfer block payments between studios or certain class types. Please ask for more information.
13. **Workshop Bookings:** Workshops are confirmed on payment of a deposit, with full payment to be made 48 hrs prior to commencement. Prices are as indicated on each workshop. Cancellations of bookings will receive a full refund where the cancellation is made 14 days before the workshop time. There will be no refunds for cancellations made after this time. If Yoga with Katie cancels a workshop a full refund will be made to the customer.

14. **Corporate Yoga, Yoga in Schools, Colleges and other organisations:**
Charges are given per session, with one session being a maximum of 1 hour. For sessions longer than 1 hour a pro-rata hourly rate will be charged.
15. Invoices will be issued with a 30-calendar day payment term. Yoga with Katie may apply interest at an annual rate of 5% compounded monthly to any sums due under this agreement which remain unpaid after their due date. In the event collection agency fees become due these will be added to the invoice.
16. Cancellation policy is as follows:
 - Less than one week's notice – full payment due.
 - Between two weeks and one full week – 50% payment due.
 - Between three weeks and two weeks - 25% payment due.
 - Over three weeks – no payment due.
17. Once booked either verbally or in writing, the organisation is requested to provide details of its Child Protection Policy where applicable.
18. **Individual Yoga Tuition:** These classes are to be booked in advance. Payment must be made either before or on the day of the booking. Pre-payments on block bookings will receive a discount. Once booked Yoga with Katie requires a minimum of 72 hours' notice of cancellation for block-booked or individually paid classes. Failure to provide this notice will result in full payment of class due.
19. **TeenYoga classes:** Participants 16 or under must have a parent/guardian signature on their health & disclaimer form. Failure to comply will result in the child being refused entry to class.
20. Parents/guardians are responsible for drop-off and pick up. Parents must pick their children up from class on time. Yoga with Katie will not be held responsible for children outside the scheduled class times.

Consumer Data Privacy Policy

21. Personal information is collected by with Yoga with Katie when a customer registration form is completed. Personal information will not be disclosed without a customer's consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.
22. Yoga with Katie makes use of third party software, MailChimp, to manage bulk email for newsletters and schedule updates.
23. From time to time it may be necessary for us to review and revise this policy. We reserve the right to change our policy at any time and should this occur the amendment would be posted on our website.
24. By using the Yoga with Katie website or attending Yoga with Katie classes a customer acknowledges and consents to this Consumer Data Privacy policy.