

Shore Yoga Ltd – Terms & Conditions

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Summary of Terms and Conditions

Welcome to Shore Yoga Ltd! By booking or attending a class, you agree to abide by the following terms and conditions. These guidelines ensure a positive and safe experience for all participants.

- **Bookings & Payments:** Sessions are booked in advance and require payment at the time of booking. Cancellations must be made at least 12 hours in advance.
 - **No-Show & Cancellation Fees:** A £5 fee applies for no-shows, and repeated offences may result in booking suspension.
 - **Memberships & Refunds:** Memberships are non-refundable, except under specific conditions.
 - **Liability & Health:** You agree to a liability waiver, ensuring you're in good health to participate.
 - **Gift Cards & Discounts:** Gift cards cannot be used for recurring memberships. Discount codes apply only to specified bookings.
 - **Referral Program:** Existing members can refer friends for free sessions once their referral completes required steps.
 - **Conduct:** Respectful behaviour is required to maintain a safe and inclusive environment.
 - **Changes to Terms:** Shore Yoga Ltd may update these terms at any time. Please review periodically.
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1. Introduction

These Terms and Conditions govern your use of Shore Yoga Ltd, including participation in indoor and outdoor sessions. By booking, attending, or participating, you agree to

comply with these Terms. Shore Yoga Ltd reserves the right to amend these terms at any time.

2. Booking and Payments

2.1 Class Bookings: Classes can be booked via our website, app, or by phone. Availability is limited and allocated first-come, first-served.

2.2 Payments: Payments are required at booking. Accepted methods: credit/debit card or specified alternatives. Payments are processed securely.

2.3 Class Passes and Memberships: Details including expiration dates are on our website.

2.4 Non-Refundable Payments: All purchases are non-refundable except as stated in Section 4.

3. Cancellations, No-Shows, and Lateness

3.1 Cancellation Policy: Cancel at least 12 hours prior to avoid forfeiting your session.

3.1.1 Cancellation Cut-Off: For sessions starting 10:00 a.m. or earlier, cancellation cut-off is 6:00 p.m. the evening prior.

3.2 No-Show Policy: Unnotified absences may incur a £5 fee. Repeated offences may result in suspension or cancellation.

3.3 Late Arrival: Arrive at least 5 minutes early. Latecomers may not join.

3.4 Outdoor Sessions: Classes may be moved indoors or rescheduled due to weather. Notifications will be sent via email or phone.

3.5 Workshop and Event Cancellations: 7 days' notice for full refund; cancellations within 48 hours are non-refundable unless the space can be filled. Places may be gifted with prior notice.

3.6 Instructor/Format/Venue Changes: Shore Yoga Ltd may change instructors, format, or venue (including online/indoor moves) without refund, provided the session occurs.

4. Refunds, Transfers, and Memberships

4.0 Membership Cancellation Notice: 14 days' notice required before the next billing date. Shorter notice applies from the next cycle.

4.1 Class Passes and Memberships: Unused sessions or memberships are non-refundable and non-transferable, except for long-term illness or injury with management approval.

4.2 Workshops and Events: Bookings are non-refundable 14 days before the event and subject to a 15% Admin fee. If Shore Yoga Ltd cancels or reschedules, an alternative date or credit will be offered.

4.3 Membership Minimum Term: Monthly memberships have minimum terms: 2 months for Mini/Pregnancy & Postnatal, 3 months for Unlimited. Early cancellation is not permitted. Ultimate Memberships are valid for 6 or 12 months from date of purchase.

4.4 Membership Freeze Policy: Freeze for 2–8 weeks per year (or 2 weeks per quarter) with 14 days' written notice. No backdating. Excludes Ultimate Memberships.

4.5 Compassionate Circumstances: Extended freezes or credits up to 6 months may be granted for illness, injury, or bereavement, with proof if requested.

4.6 Payment Failures & Late Payments: Failed payments retried within 3–5 days. Continued failure may suspend booking privileges.

5. Health, Safety, and Eligibility

5.1 Medical Clearance: Confirm you are in suitable physical condition to participate.

5.2 Instructors and Supervision: Instructors provide guidance, but participants are responsible for their own safety. Shore Yoga Ltd is not liable for injuries, illnesses, or conditions.

5.3 Outdoor Sessions: Dress appropriately and bring water and personal items.

5.4 Minimum Age Policy: 16+ for independent participation. Ages 12–15 must be accompanied and pre-notified.

5.5 Parental Consent: Parents/guardians booking for children under 16 confirm full consent and responsibility.

5.6 Child & Family Classes: Supervision required before/after class; Shore Yoga Ltd not responsible outside class time.

5.7 Personal Belongings: Brought at your own risk; Shore Yoga Ltd not liable for loss or damage.

5.8 Photography & Media Consent: Photos/videos may be taken for marketing; clients may opt out.

5.9 Health Declarations & Pregnancy: Inform instructors of medical conditions or pregnancies. Participation may be declined if unsafe.

6. Code of Conduct

Respectful behaviour, no solicitation, and adherence to instructor boundaries are required. Arrival times: no earlier than 15 minutes before class.

6.1 Respectful Behaviour: All participants must maintain a respectful and safe environment.

6.2 Appropriate Behaviour: Aggression, harassment, or disruption will not be tolerated.

6.3 Arrival Time: Arrive no earlier than 10 minutes prior to class.

6.4 Respecting Teacher Boundaries: Follow instructor guidelines and report concerns respectfully.

6.5 No Solicitation: Promoting or selling similar services to clients is prohibited.

7. Liability Waiver

Sign a liability waiver before attending. Shore Yoga Ltd is not liable for injuries or incidents except in cases of gross negligence.

8. Use of Facilities and Equipment

Bring your own mat, towel, and props. Limited equipment must be used responsibly. Damage may be charged.

9. Privacy Policy

Personal data is collected and stored according to privacy laws for bookings, memberships, and communication. Not shared without consent except as required by law.

10. Amendments to Terms and Conditions

Shore Yoga Ltd may modify these terms at any time. Continued use constitutes acceptance.

11. Governing Law

Laws of England and Wales govern these terms. Disputes are subject to the courts of England and Wales.

12. Discount Codes

Codes valid for specified bookings, non-transferable, cannot be redeemed for cash, and cannot be combined unless stated.

13. Refer a Friend Policy

Existing members referring new clients receive one complimentary session after the referral completes registration and booking.

14. Gift Cards

Valid for 12 months from activation. Cannot be used for recurring memberships beyond initial sign-up.

Review Date: 01/10/2025
Next Review Date: 31/01/2026