

Terms and Conditions of Service

Shore Yoga Ltd

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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. Key points include:

- **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 is applied for no-shows, and repeated offences may result in booking suspension.
 - **Memberships & Refunds:** Memberships are non-refundable, and refunds for sessions are only given 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, and discount codes apply only to specific new bookings. Codes are valid only for the specified period and services.
 - **Referral Program:** Existing members can refer friends for free sessions once their referral completes the required steps.
 - **Conduct:** We expect respectful behaviour from all members 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

Welcome to Shore Yoga Ltd. These Terms and Conditions govern your use of our yoga studio, including participation in both indoor and outdoor sessions. By booking, attending, or participating in our classes, workshops, or events, you agree to comply with these Terms and Conditions. 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 in advance through our website, mobile app, or by phone. Availability for classes is limited and allocated on a first-come, first-served basis.

2.2 Payments: Payments are required at the time of booking. We accept payment by credit

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card, debit card, or other payment methods as specified on our website. All payments are processed securely, and payment details are not stored.

2.3 Class Passes and Memberships: We offer various class passes and memberships. Specific terms for each package, including expiration dates, are detailed on our website.

2.4 Non-Refundable Payments: All purchases, including class passes, memberships, workshops, and events, are non-refundable except as stated in section 4 below.

3. Cancellations, No-Shows, and Lateness

3.1 Cancellation Policy: If you need to cancel a class, please do so at least 12 hours before the session start time. Cancellations made after this period will not be refunded, and the session will be deducted from your pass or membership.

3.1.1 Cancellation Cut-Off: For sessions starting at 10:00 a.m. or earlier, Shore Yoga Ltd accounts for our black-out time from 10:00 p.m. to 6:00 a.m. In these cases, the cancellation cut-off is 6:00 p.m. the evening prior to the scheduled session. Any cancellations made after this time will be considered late cancellations and subject to the no-show policy.

3.2 No-Show Policy: If you do not attend a booked class without prior cancellation, this will be considered a “no-show,” and you may be charged a fee of £5. Repeated no-shows may result in suspension or cancellation of your membership or booking privileges.

3.3 Late Arrival: Please arrive at least 5 minutes before the class begins. For your safety and the comfort of others, latecomers may not be permitted to join the class. Doors will be locked at the stated start time of the session.

3.4 Outdoor Sessions: In the event of adverse weather conditions, Shore Yoga Ltd reserves the right to reschedule or move the class to an indoor venue. Notification of changes will be sent via email or phone. Please ensure your contact details are up-to-date.

4. Refunds and Transfers

4.1 Class Passes and Memberships: Unused sessions or memberships are non-refundable and non-transferable, except in the case of long-term illness or injury, subject to management approval. Requests for refunds must be sent in writing (by email) to info@shore.yoga

4.2 Workshops and Events: Bookings for workshops and special events are non-refundable. However, if we need to cancel or reschedule a workshop or event, you will be offered an alternative date or a credit for future use.

4.3 Membership Minimum Term: Monthly memberships must be maintained for a minimum payment cycle of two (2) months for Mini/ Pregnancy&Postnatal or cycle of three (3) months for Unlimited. Early cancellation of a membership before the minimum term is not permitted. For full details regarding specific class plans and membership options, please refer to our website or contact Shore Yoga Ltd directly.

5. Health and Safety

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5.1 Medical Clearance: By attending our classes, you confirm that you are in suitable physical condition to participate. Please consult a medical professional if you have any concerns about your fitness to practice yoga.

5.2 Instructors and Supervision: Our instructors are qualified and will provide guidance, but each participant is responsible for their own safety and physical limits. Shore Yoga Ltd and its instructors are not liable for any injuries, illnesses, or medical conditions sustained during classes, workshops, or events.

5.3 Outdoor Sessions: Participants are responsible for dressing appropriately for outdoor sessions, considering weather conditions and sun protection. Please bring your own water and any personal items required for outdoor practice.

6. Code of Conduct

6.1 Respectful Behaviour: We are committed to providing a respectful, safe, and inclusive environment for all participants and staff. Disruptive or disrespectful behaviour, including discrimination or harassment, will not be tolerated and may result in termination of membership or booking privileges.

6.2 Appropriate Behaviour: Customers must maintain appropriate behaviour during their participation in classes, workshops, or events. Any behaviour deemed inappropriate by Shore Yoga Ltd staff or instructors, such as aggression, harassment, or disruptive conduct, will not be tolerated.

6.3 Arrival Time: Please arrive no earlier than 15 minutes before the scheduled start time of your class. Arriving too early may disrupt ongoing sessions or the instructors' preparation.

6.4 Respecting Teacher Boundaries: It is essential that you respect the boundaries and professional guidelines set by your instructor. If you have any concerns about the class or instructor, please address them directly with the management team in a respectful manner.

6.5 No Solicitation: Customers are prohibited from offering, promoting, or selling any similar yoga, wellness, or fitness services to Shore Yoga Ltd's clients. This includes but is not limited to workshops, classes, or private training sessions. Violation of this rule may result in suspension or termination of membership.

7. Liability Waiver

By attending our classes, workshops, or events, you acknowledge and accept the inherent risks associated with physical exercise and yoga practice. Shore Yoga Ltd, its employees, and instructors are not liable for any injuries, losses, or damages arising from participation, except where caused by our gross negligence.

7.1 Waiver Requirement: All participants must sign and adhere to the Shore Yoga Ltd Liability Waiver before attending their first class. This waiver confirms your understanding of the risks associated with yoga practice and your agreement to release Shore Yoga Ltd, its instructors, and employees from liability related to personal injury, medical conditions, or other incidents arising during your participation. The waiver must be completed electronically or in person before participation in any classes, workshops, or events.

8. Use of Facilities and Equipment

8.1 Personal Equipment: Please bring your own yoga mat, towel, and any other required props, particularly for outdoor sessions. Limited equipment is available on-site and must be used responsibly.

8.2 Facility Care: Help us maintain our studio space by keeping it clean and disposing of any waste. Any damage to Shore Yoga Ltd's facilities or equipment due to negligent or improper use may be charged to the responsible party.

9. Privacy Policy

We collect and store personal information in accordance with applicable privacy laws. This information is used to manage bookings, memberships, and communication. Your information will not be shared with third parties without your consent, except as required by law.

10. Amendments to Terms and Conditions

Shore Yoga Ltd reserves the right to modify these Terms and Conditions at any time. Any changes will be effective immediately upon posting on our website. Continued use of our services constitutes acceptance of the updated terms.

11. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from or related to these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Discount Codes

12.1 Eligibility: Discount codes are offered as promotional incentives and may only be used by the intended recipients. Shore Yoga Ltd reserves the right to determine eligibility for discounts and to revoke codes if used improperly.

12.2 Restrictions: Discount codes are applicable only to new bookings or purchases and cannot be applied retroactively to existing memberships, class passes, or prior purchases. Codes are valid only for the specific period and services specified in the promotion.

12.3 Non-Transferable: Discount codes are non-transferable and cannot be redeemed for cash. Any attempt to transfer or misuse discount codes may result in cancellation of your

booking and possible suspension of account privileges.

12.4 Limitations: Only one discount code can be used per transaction, and codes cannot be combined with other promotions or discounts, unless otherwise stated.

13. Refer a Friend Policy

13.1 Eligibility: Shore Yoga Ltd offers a "Refer a Friend" incentive to existing members. If a member refers a new client who successfully registers with Shore Yoga Ltd and books a session, the referring member will receive one complimentary session.

13.2 How to Qualify: To qualify for the referral reward:

- The current member must complete the "Refer a Friend" form, including the new client's details, at the time of referral.
- The referred friend must register as a new client with Shore Yoga Ltd, and book their first class before the referring member can claim their free session.

13.3 Conditions: The free session is non-transferable and may only be used by the referring member. Any attempt to misuse this policy may result in the revocation of rewards.

14. Gift Cards

14.1 Use of Gift Cards: Gift cards can be used for purchasing classes or services at Shore Yoga Ltd but cannot be used to pay for recurring memberships or renewals, other than at the time of first sign-up.

14.2 Activation: To activate a gift card, the recipient must contact Shore Yoga Ltd by email or phone. Gift cards will be activated once the recipient has completed the activation process.

14.3 Expiration: Gift cards are valid for 12 months from the date of activation. Any unused balance after this period will expire.