



## YOGA GROW - Terms & Conditions

### BOOKING CLASSES

1. Classes can be booked a term in advance (to secure a space) or on a weekly basis, depending on space availability.
2. Payments are non-refundable and non-transferable.
3. All clients registered with Yoga Grow will receive a monthly newsletter and when the new term starts, it will be announced via the newsletter and on social media
4. Classes are then booked by visiting the Yoga Grow website [www.yogagrow.co.uk](http://www.yogagrow.co.uk)
5. By clicking on the name of the class to be booked, clients will be directed to a payment page where there is the option to select all date for the term, or select flexible, optional dates.
6. Classes are set at a maximum capacity for the room space, so bookings will be taken on a first come, first booked capacity –so it is advisable to plan ahead and book in advance where possible.

### HOLIDAYS

1. The booking system will automatically remove any dates when class will not be running – so these dates will NOT show as an option for booking (please make a note of these).
2. When taking holiday or when clients are not available for a class they should follow the instructions above to opt out of that date's class.

### MISSED CLASSES

1. If a class has been booked and needs to be cancelled for whatever reason, clients should give 24 hours notice so the space can be re-sold. A voucher will then be issued with 3 months limit to be used booking into another class in the future.
2. If 24 hours notice is not given (either less than this time frame or no communication at all) this class is considered a booked & used space (as the space is unlikely to be sold again). Good options in these circumstances are to send a friend or a family member, or sell the space. If there is a waiting list for the class, and the space is re-sold by Yoga Grow, then a voucher will be issued as above.

All details of class times can be found at [www.yogagrow.co.uk](http://www.yogagrow.co.uk) or on the Yoga Grow Facebook page @yogagrown

### CLASS CHANGES

From time to time there may be unforeseen circumstances which mean class may be cancelled or covered by another Yoga Grow colleague teacher. These changes will be announced via social media and by direct email as soon as possible, and come with huge apologies and regret. Dedication and continuity to the practise and to teaching is taken very seriously, so we will always endeavour to ensure scheduled classes can occur. We reserve the right to make these changes if required including holidays and bank holidays.

## CLASS ETIQUETTE

1. Please arrive on time to start when the class is due to start – i.e. arriving a little before class to settle onto the mat. Doors will open 10 mins before class to allow for arrival – particular for Mum & Baby classes.
2. Please be aware that all doors are locked after 5 minutes of the class starting for safety reasons – admission will not be possible after this time.
3. Consider the environment and turn off phones, take shoes off at the earliest opportunity and avoid stepping on other people's mats.
4. Eat a light meal approximately 2 hours before class to allow digestion to happen before practising. Water and a light snack is advisable for the end of class, particularly for pregnancy.
5. Mats etc are provided however clients are always welcome and encouraged to bring their own for continuity of home practice.

## ONLINE USAGE POLICY

1. Online classes are available for clients registered with [www.yogagrow.co.uk](http://www.yogagrow.co.uk)
2. Payment for online classes is made via the third party payment systems of either Stripe or Paypal.
3. Yoga Grow reserves the right to change access rights to this section of the website as may be required to improve the service or decided from time to time.
4. Online classes are offered with the same agreement of release and waiver of liability as bricks & mortar classes – that any and all claims if action, known or unknown arising from Yoga Grow's negligence are waived and as is the case with all physical activity, the risk of injury is always present and assumed by the client.
5. Consultation with a medical doctor is always advised and particularly if any sensations occur that do not feel right – dizziness, light headedness for example – stop, and consult a medical doctor.

## PRIVACY POLICY – Updated May 2018

### 1. Personal information

All information is respected, treated as confidential and is not sold or shared. Privacy is important and all information is kept safe and secure. Client information is gathered for health and safety reasons, as well as to provide information to help shape the class content.

Records of classes and private sessions are kept for a set amount of time for insurance purposes and for HMRC.

### 2. Booking system

The current class booking system is Reservie. They securely gather information provided when a class is booked. Read their privacy policy here. <https://www.reservie.net/terms-and-conditions>

This gathered information is secure and is only held by the Booking System. It is only accessed by Nina Airey from Yoga Grow. Purchases via [www.yogagrow.co.uk](http://www.yogagrow.co.uk) are processed through the third party secure payment systems of either Stripe or Paypal, which securely hold financial/personal data. Yoga Grow does not have any access to this information.

Before using Reservie clients registered using paper, along with a paper record of attendance, all of which is stored securely and is kept as long as required for Insurance and HMRC.

### 3. Email

Any email addresses collected are done so by Reservie (see above) and also Wix – the website and email provider. Read their Privacy policy here. <https://www.wix.com/about/privacy>

When booking a class online, clients automatically provide email information. They will also have provided email information on registration form at their first session, which automatically adds them to the Newsletter mailing list. Emails may also have been collected through an enquiry to the website, the booking system and then being manually added to the Wix mailing list. Clients have the choice to Unsubscribe at any time.

### 4. Links to Other Web Sites

Yoga Grow is not responsible for the practices employed by websites linked to Yoga Grow nor the information or content contained in them. Please keep this in mind that our Privacy Policy is no longer in effect when using a link to go from Yoga Grow to another website. Browsing and interaction on any other website, including those that have a link on the Yoga Grow website, is subject to that website's own rules and policies. Please read over those rules and policies if desired before proceeding.

### 5. Other Information

Phone numbers, next of kin, emergency contacts and addresses may have been added by clients on the Booking System or paper forms. This information is treated confidentially and only used in an emergency. We endeavour to only capture information which is relevant and pertinent, and will only use it in a way which has been agreed, is relevant, sensible and secure. No data will be sold, or shared.

### 6. Notifications of Changes

If there are any changes in how Yoga Grow uses client data or the Privacy Policy itself this will be communicated via email, through social media posting and via the Booking System. Yoga Grow reserves the right to determine the form and means of communicating, advising that you may have opted out of certain means of Communication as described in this Privacy Policy. The latest version of the Policy will have the date clearly marked.

### 7. Your Rights

Under the GDPR (General Data Protection Regulation) all individuals have the following rights regarding data:

<b>The right to be informed</b>	<b>The right of access</b>	<b>The right to rectification</b>	<b>The right to erasure</b>
<b>The right to restrict processing</b>	<b>The right to data portability</b>	<b>The right to object</b>	<b>Rights in relation to automated decision making and profiling</b>

### 8. Dealing with Issues

If you have any questions or complaints regarding this Privacy Policy, data practices or your dealings with Yoga Grow please contact Nina Airey at [nina@yogagrow.co.uk](mailto:nina@yogagrow.co.uk) or contact the ICO (Information Commissioner's Office). <https://ico.org.uk/concerns/> or call their helpline on 0303 123 1113 Further contact details for the ICO can be found here: <https://ico.org.uk/global/contact-us/helpline/>