
TERMS AND CONDITIONS FOR YOGA HOOK LIMITED

The following Terms and Conditions have been prepared to help you make the most of Yoga Hook Limited's Wellness services. Please take a few moments to read them thoroughly.

Yoga Hook reserves the right to vary and revoke these Terms and Conditions from time to time.

These Terms and Conditions will be governed by the laws of England.

Payment Terms

- You may not attend any service without first paying for the relevant service. **A service is a class, workshop, course, Float or any other therapy.**
- Details of all services are available on www.yogahook.com or at the Studio.
- All credit and debit cards are processed in GBP at the time of payment.

Refunds

- Payments for all classes and packages including, intro offer, Flexi Passes, Unlimited Classes are non-refundable and non-transferable with strict expiration
- Payments for all workshops and courses and therapies are non-refundable if not cancelled in accordance with our cancellation policy. These can be transferred in accordance with the terms set out in the cancellation policy.
- For a class, You may leave within 10 minutes of the start of the class to use this pass again, but you must notify reception to cancel you out and reissue the pass.

Intro/New Customers Only

- This is only available to new customers who **have not** taken any previous classes at any Yoga Hook Studio and
- This Offer is for a period of consecutive days, including weekends, public and bank holidays and no extensions are given or can be extended at any point.
- Your New Customer Offer expires within 1 month of purchase. Offers **cannot** be reactivated once expired.
- Unlimited number of regular classes may be taken. This offer excludes workshops, courses and special clubs.
- Refund will not be given for unused or expired New Customer Offers
- You are eligible for a 15% discount on your first pack, excluding debit contracts. This must be purchased strictly within 7 days after expiry of your intro offer.

Flexi Pass – including online packages

- Flexi pass 5 and 10 are valid for 3 months (from the date of first class) and 20 class valid for 7 months (from date of fist class).
- Extension for Flexi passes are only permissible for medical reasons with a doctors/medical letter or note – issued at the time of reason.
- Flexi Passes cannot be shared and are non-refundable.

Drop-ins and Weekly Pass

- Drop-ins and Weekly passes expire 14 days of purchase.
- Drop-ins and Weekly Passes can't be shared, refunded, suspended or transferred.

Debits Contracts

- First payment will include a refundable 1 month deposit
- **6 months minimum** commitment for all Autopay packages. Excludes any free promotional months and suspensions
- Cancellation notice must be given with a minimum of 30 day's notice before your next monthly payment by emailing hello@yogahook.com, with subject "Debit Contract Cancellation"
- Once billed, cancellation are not eligible for refund
- Contracts can be suspended for a total period 2 months in any 12 month period either a month at a time or 2 months together. Each suspension incurs a £25 admin fee
- All contracts will auto-renew at the end of the initial contract term
- Debit contracts cannot be shared
- Customers receive 10% discount on all merchandise, workshops, courses and Float therapy and 5 free online classes per month.
- Sky Yoga top-up included for this membership.
- Payments with American Express is not accepted

1 year Unlimited Yoga in advance Package

- Contracts can be suspended for a total period 2 months in any 12 month period either a month at a time or 2 months together. Each suspension incurs a £25 admin fee
- Sky Yoga top-up included for this membership.
- Once billed, cancellation are not eligible for refund

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- Customers receive 10% discount on all merchandise, workshops, courses and Float therapy and 5 free online classes per month.

Discounts

- Seniors (OAPs), Full-time Students with **valid proof of identification** will be offered 15% on **Flexi and Unlimited Class packages**.
- No discounts are available on our Monthly Direct-Debits.
- No discounts are available on special offers (including 15% off your first pack).
- Only one discount can be applied at one time.

Bookings Classes, Workshops, Courses and therapies

- All services can be booked online in advance (we do not take phone or email bookings)
- You must ask reception to sign you in for all services else this will be treated as a 'no show'.
- There is a limit to total numbers of students each class can take at any studio which cannot be exceeded.

No shows and Late-Comers

- You must arrive 10 minutes before the start time for any service, after that time it will be considered as a 'no show'
- For a no-show, for flexi-pass and Drop-in members, a class will be deducted.
- In the case of a 'no show' for unlimited and new customer-offer packages, a charge is not taken unless this recurs more than twice in a month in which case a day may be deducted from the package.
- For a no-show for Therapies, will be taken as though the therapy was attended and no refunds will be given.
- At the discretion of Yoga Hook, anyone arriving late will not be permitted into a class (dependent on the class type).
- Details of class times may vary from time to time including cancellations of individual classes. Class times will be made available online or at the Studio.

Cancellations

- You may cancel a class, this must be cancelled **online** only, up to 3 hours before the start of a Class.
- You may cancel an online class up to 15 minutes before the start of the class for the class to be credited back to your account.

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- Workshops or Courses must be cancelled via email up to 3 weeks before the start of the workshop or course to receive a refund. Refunds will be put onto account.
 - Workshops or courses may be transferred to another person registered with Yoga Hook, with 24 hours notice before the start of the event. Please email the relevant studio with name and event.
 - If Yoga Hook cancels a Workshop or Course, you will be entitled to the option of a full refund or the same value to be put onto account.
 - Yoga Hook will only accept email to hello@yogahook.com with the subject of the Workshop name and Cancellation.
 - Course prices cannot be prorated if you are not able to attend all the sessions.
 - Yoga Hook will not be liable for any cancelled classes due to force majeure (exceptional circumstances). All customers will be early cancelled but no extension will be given for annual, monthly or unlimited packages
 - All wellness therapies provided by Yoga Hook, including Floatation, Massage can only be cancelled with 48 hours before the start of the therapy. This must be made online.

Children at the Studio

- Children under the age of 15 may only attend regular classes if accompanied by an adult and if prior approval has been given by Yoga Hook.
- Children over the age of 7 may not enter changing rooms or other areas reserved for the opposite sex, regardless of whether they are accompanied by an adult.
- Teen classes are for kids from 10 to 16 years.
- Children over 12 can participate in therapies provided parent/legal guardian consent is given and they stay present at the reception during therapy

Online LiveStream Classes

- Online classes must be booked no later than 45 minutes before the start of the class.
- Please make sure you are practicing on a Yoga Mat.
- The teacher cannot see you, so don't attempt anything you are unable to do.
- Do not push yourself more than you are capable of – you know your body better than anyone.
- You warrant that you are in good physical health to follow the online Class.
- You are taking the class at your own risk
- You may cancel an online class up to 15 minutes before the start of the class for the class to be credited back to your account.
- For a no-show, for flexi-pass and Drop-in members, a class will be deducted.

Personal Belongings, Dress and Safety

- Personal belongings brought to the Studio premises are at the member's own risk and Yoga Hook does not accept any liability for any loss or damage whatsoever to such items.
- Members are requested to wear a form of dress appropriate to the practice of yoga.
- Footwear should be removed in the reception area before entry to the changing rooms or any studio.
- Members must use the main entrance to a studio when entering or leaving the studio.
- Members are required to use a suitable towel for the purpose of completely covering their yoga mat/hired yoga mat in a studio.
- In the event of a fire, members are asked to make their way to the nearest available exit.

Merchandise

- Merchandise can only be returned in the same condition in which it was sold. Refunds are not given but will be exchanged for store credit. This only applies to any items returned within 14 days, with a receipt.

Liability Waiver

- By registering with Yoga Hook, you agree that:
- You have no medical conditions which would prevent you from participating in Yoga, Fitness services and therapies including classes, workshops, courses, floatation and any other wellness therapies . You believe that You are capable of performing yoga exercises in classes, workshops or courses in a manner consistent with those offered by Yoga Hook. If at any time this changes You will inform Yoga Hook in writing prior to taking any more. You agree to assume full responsibility for any injuries or damages, risk known or unknown, which you may incur as a result of participating in our services.
- Treatments that are not provided directly by Yoga Hook are arranged by individual therapists and Yoga Hook takes no responsibility for their services.
- Neither Yoga Hook, nor its employees or agents shall be liable for any loss, damage or theft of any personal belonging to the Member.
- Neither Yoga Hook, nor its employees or agents shall be liable for any death, personal injury or illness occurring upon any Yoga Hook premises or as a result of the use of the facilities and/or equipment provided by Yoga Hook.
- Yoga Hook reserves the right to make alterations to the yoga, fitness services and therapies, timetable, instructors and/or equipment, as well as those ancillary facilities (e.g. showers) provided to members, without notice.
- You understand that you may receive physical assists or adjustments by our teachers during a class. It is your responsibly for alerting the teacher before the class

begins of any injuries or impairments or if you do not want to receive any adjustments.

- You knowingly, voluntarily and expressly waive any claim you may have against Yoga Hook for injury or damages that you may sustain as a result of participating in a class, workshop, course or therapy.
- You understand that photos and videos may be taken and used by Yoga Hook.
- We undertake not to sell or otherwise distribute any personal information of you to third parties.

General

Members are required to give written notice to Yoga Hook of any change of address or email. Failing such notice, all communications will be assumed to have been received by the member.

Yoga Hook may communicate with a member by email. By providing an email address to Yoga Hook a member consents to receiving email communications from Yoga Hook for class updates and member offers.

Yoga Hook reserves the right to refuse admission to the studio.

Yoga Hook may assign the benefit of a Registration Form and a Member's Membership to a third party as required under GDPR.

Any marketing, educational or other materials produced by Yoga Hook will at all times remain the property of Yoga Hook and subject to Yoga Hook's copyright and all associated intellectual property rights.