



## TERMS AND CONDITIONS

### What we do for you:

Provide a safe and clean environment to practice yoga.

It is imperative to tell Monique of any injuries or illnesses you have. All information will be kept strictly confidential and we do not share your particulars with any third party.

### Booking classes:

- Booking is essential for every class.
- Bookings can be made by phone, text, whats app or email.
- Bookings are allocated on a 'first come first served' basis.

### Cancelling bookings:

- If you have booked a class you can't attend, please cancel it.
- We try to only charge when your non attendance negatively affects other students.
- Cancellation less than two hours before a class is deemed a late cancellation.
- Late cancellations MAY incur a charge.
- Not arriving for a class you have booked will always incur a charge.
- For retreat/workshop cancellation less than 48 hours before the program is deemed a late cancellation and will incur a charge
- The cancellation policy exists because class sizes are restricted. You may cancel by phone, text, whats app or email.

### General terms and conditions:

- Yogaworkx reserves the right to cancel any scheduled class if there are three or less students due to attend, so please keep on coming to classes.
- Yogaworkx reserves the right to change the class schedule or have another teacher lead the class without prior notice. We will do our best to let you know of the change.
- In all disputes the decision of Yogaworkx is final.
- Payment can be made by cash or bank transfer.
- By signing the Waiver Form you have agreed to irrevocably release and waive any claims that you have now or hereafter against Yogaworkx. A copy of the waiver form is available on the website for your reference.
- None of the above terms and conditions infringe upon your statutory consumer rights.

### What are the package terms?

- Packages may not be shared between students, however a class on the card may be used by a friend.
- All packages are nonrefundable and nontransferable.
- Yogaworkx reserves the right to withdraw and refund pro rata any unused portion of a package at its sole discretion.
- When Monique goes on holiday if a substitute teacher is not provided, all packages will be extended for the equivalent time Monique is away.

### Yoga etiquette:

*We do all we can to make your life with us as stress free as possible. We have learnt that these guidelines ensure you and your fellow students can enjoy your time with us to the maximum.*

- It is ideal to arrive five to ten minutes before the start of a class.
- Please leave all your stress and worry at the front door, you will not need it during class.
- Should you arrive late, please come in as quietly as possible.
- Kindly turn off your mobile phone. Should you have to keep your phone on, please switch it to silent and ensure the light of the screen does not disturb your neighbor.