

## Pink Flamingo Yoga Terms and Conditions

Pink Flamingo Yoga provides fitness, yoga and education through classes, workshops, corporate classes, retreats, camps and private sessions. These are offered in-person and online and these terms and conditions will help you have a clear understanding of where we stand in regards to this exchange.

### In-person and online classes, workshops, corporate classes and private tuition

- Booking for classes is necessary. If you are coming for the first time, please contact us to confirm booking and payment and to let us know of any injuries or medical conditions.
- In exceptional circumstances we may need to cancel a class at short notice but we will do our best to notify you on time. Sign up to the mailing list via the website so you can be kept informed of any schedule changes. You can unsubscribe from this list at any time.
- We respectfully ask that you arrive a few minutes early or on time. Late comers may not be admitted to class whether it is happening in-person or online.
- Phones must be turned off during class. If in exceptional circumstances you need to leave your phone on to take an urgent call, please keep it on silent or vibrate and wait until you are out of the room or on mute before answering it.

### Health and Wellbeing

Yoga is a safe and effective form of exercise and we take much care to ensure your wellbeing. However, it is required that you take full responsibility for your own practice in public or private sessions. It is your responsibility to discuss any health concerns with a healthcare professional and to make us (the teachers) aware of any medical conditions, complications or physical limitations before class or private session. Any personal health information will be treated with the utmost confidentiality. If you would prefer to discuss in person rather than by email please give us a call.

You must agree to honour your body by adjusting the practice according to your own capabilities and needs to ensure that no personal injury occurs. Should injury occur during class, we cannot be held accountable. You are participating in our online and/or in-person sessions at your own risk, with everything you do being entirely carried out as your choice. Pink Flamingo Yoga and teachers do not accept any liability whatsoever for any injury or damage arising from practicing online or in-person. The teachers are not medical professionals and offer no medical advice or diagnosis.

### Cancellations and Refunds

In the event you need to cancel your booking or appointment, you can easily do so by contacting us directly via phone or email. We'll gladly help you out with that.

- Drop in, daytime, evening and weekend classes are valid for 14 days from the date of purchase.
- If you cancel your booking 24 hours or more before the class is due to start, you will receive a full refund. If you would like a refund to your bank account, there will be a 15% admin fee up to a maximum charge of £5/€4.

- If you cancel a booking for a class with less than 24 hours notice before the class is due to start or fail to turn up, there is no refund unless in exceptional circumstances.\*
- Where available, 4-class pack is valid for 28 days from the date the class pass is activated on the student's first visit.
- If you have a class pack and cancel a class with less than 24 hours notice or fail to turn up, you will forfeit one class from your pack.
- Class packs are not refundable and can only be extended with a note from a medical practitioner. Any requests must be emailed promptly to [katerina@pinkflamingoyoga.com](mailto:katerina@pinkflamingoyoga.com).
- Once a workshop, class, class pack or private session has been purchased, it cannot be transferred for use on any other Pink Flamingo Yoga product or service, or another Pink Flamingo Yoga client/non client.
- Monthly subscription auto renews on the same day every month and can be cancelled any time online via your account or in writing to [katerina@pinkflamingoyoga.com](mailto:katerina@pinkflamingoyoga.com). If you cancel a booking for a class with less than 24 hours notice before the class is due to start or fail to turn up 3 times, your subscription will be frozen and a fee of €30/£40 will need to be paid before reactivating or ending it.
- For private and/or corporate classes, if you cancel less than 24 hours in advance, or do not show up for your appointment, you will be asked to pay for your missed appointment in full and no refund will be due.
- The special offer of 6 sessions with a 20% discount is non refundable and is valid for 60 calendar days from the day of purchase. The offer cannot be extended beyond the 60 days.
- Wellbeing products are non refundable and all rights reserved by Pink Flamingo Yoga. Any unauthorised copying, redistribution or reproduction of these products or parts of their content will constitute an infringement of copyright.
- Physical or verbal aggression will not be tolerated and Pink Flamingo Yoga reserves the right to remove disruptive or aggressive participants part way through a session. In this situation, no refund will be given.

## Updates

Please note that the above information may change from time to time and all updates will be communicated via email or posted on the website.

## Agreement to Terms and Conditions

By attending any session with Pink Flamingo Yoga, you acknowledge and agree with the terms and conditions in this document. If you have any questions regarding the above, or relating to what Pink Flamingo Yoga offers, please contact [katerina@pinkflamingoyoga.com](mailto:katerina@pinkflamingoyoga.com).

Your feedback is always welcome and appreciated!

\*In exceptional circumstances, a medical reason will be provided with a note from your medical practitioner. If a medical note is provided, you will receive a refund to your bank account minus a 15% admin fee up to a maximum charge of £5/€4.