



# Terms & Conditions

## Payment and Booking

Our sessions do not operate on a 'drop in' basis. Places are limited and must be pre-booked and pre-paid

### Wellness Membership

Sessions in the Wellness Programme are not costed individually. Subscription to the programme is by [monthly membership](#). The membership is calculated on an annual costs basis. The calculation takes account of service availability and holidays and is then divided into 12 equal payments. In extenuating circumstances, we may pause a membership payment at our own discretion. Cancelling a membership implies leaving the programme.

Courses, Individual Appointments and Events are priced separately. Ad hoc payments and passes are available.

### Cancellation

Please refer to the cancellation policy for the event

### Refunds

It is important that places are filled to keep the sessions sustainable. Therefore, we do NOT give refunds for cancelled or missed sessions. We may offer transfer or credit, depending on the type of session.

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## Health & Safety

By taking part in the sessions, you agree to take full responsibility for monitoring your own physical condition and wellbeing

Please ensure that you wear suitable clothing and footwear

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## Online Sessions

- Please ensure that you have enough space to move safely.
- Make sure there are no trip hazards nearby, or anything that could cause injury.
- Remember to stay hydrated
- Maintain awareness of your own wellbeing
- Work within your comfort zone

Participating in your own home means that you are responsible for your health and safety, so please ensure your space is safe and check for any possible hazards. If there are pets or small children in the house be aware they may present a hazard. If possible, make sure they remain in another room.

### Confidentiality

Your live Zoom session will display all members of the group on your screen via videolink. With this in mind, photography or recording of sessions is not allowed. Anybody near to you may see and hear the other participants too so, ideally, you need to have time and space where you won't be interrupted or overlooked. Taking photographs of the session or sharing on social media is not allowed.

### Safeguarding

Please be aware that in telehealth sessions we can see, not just each other but the surroundings too. You are inviting other people into your home, albeit virtually, so make sure you only show what you are comfortable other



people seeing. You may wish to set a virtual background which you can do in your Zoom settings. Do not share the session links. If you know someone who would like to join, ask them to register with us first.