



Wellness 108
Yoga & Lifestyle

Terms and Conditions

Introduction

Please read our Terms and Conditions (“the Terms”) carefully before booking classes. Upon booking any service offered by Wellness 108 and completing the registration form, you are agreeing that you have read these terms and agree to these said terms & conditions.

These Terms together with the items listed below, constitute a contract of membership between you (the client) and us (Wellness 108).

Bookings

The cost of each class/course/workshop will be shown clearly on the website.

Please pre-book your space our booking system via the website www.wellness108.co.uk and powered by GoTeamUp.

Wellness 108 will keep a record of your purchases and your attendance. If you have a multiple class pass, booking deducts a class from the total pass.

Once purchase a class pack or a membership, refunds will not be given for cancelled class passes and unused classes.

Additional classes / workshops / courses must be paid for at the time of booking. Purchases cannot be transferred, deferred or refunded.

Class Passes are not transferable as payment for any service other than regular classes as published on our timetable and exclude workshops, events, private bookings etc.

Prices are as stated on our website www.totallife-108.co.uk, and are subject to change. However all bookings made prior to change in price will remain unchanged.

All classes are subject to availability.

Current Class Prices

£14 in 14 days Intro Offer

NEW CUSTOMERS ONLY are those who have not attended any classes/workshops with Wellness108. One offer per New Customer only. Non-transferable and non-refundable. Offer is valid for 14 days from the date of purchase to trial each class on the timetable ONCE. Offer does not include Workshops, Courses, Little Yogis. Cancellation Policy: Cancellations with 12 hours notice. Cancellations within 12 hours will count against offer and forfeit the trial for that class. Should you occur 2 cancellations within the 12 hour cancellation period or 2 no shows the offer being forfeited.

Refer a Friend

EXISTING CUSTOMERS ONLY - One offer per existing customer only. Only valid for in conjunction with active memberships/multiple class packs - excludes Single Class Pass, Intro offer, Little Yogis, Yoga for Pregnancy & courses/workshops. Email wellness108billericay@gmail.com with name of referee and preferred session. Offer valid only if both parties attend class when £5 credit will be applied.

Cancellation Policy: Cancellations with 12 hours notice. If either client or friend (or both) cancel within 12 hour cancellation period or either party fails to show for class booked, offer will be forfeited.

Private 1-2-1 & Group Bookings

£60 - 60 Minute Private 1-2-1 Booking / POA - Private Class Booking (Min. 3 people)

Our private 1-2-1 & group bookings are to be booked directly through wellness108billericay@gmail.com. Included is a free consultation at time of booking to find out your requirements and match the right teacher to you. Once booked, full payment is required. Cancellation Policy Applies.

You can share the cost of a private booking with a friend or for 3 people and over, you can contact us to arrange a private class - POA. All bookings to take place at our Boutique Studio in Central Billericay or in your own home.

Single Class Pass - £12

Pay as you go - valid for 1 month from date of purchase. Class to be used within one month and will not be carried over. Class to be booked at time of purchase or allow 24 hours, to avoid disappointment. Non-transferable and non-refundable. The class pack does not include Workshops, Courses, Yoga for Pregnancy or Little Yogis. Cancellation Policy applies.

Monthly Memberships

4 Class - £35, 8 Class - £66, Unlimited Class - £72

Monthly memberships allow you to attend a set number or unlimited classes every month & is a 2 months' minimum commitment - auto renewing each month. All classes to be used within one month and will not be carried over. Cancellations via email www.wellness108billericay@gmail.com after the 2 months' initial commitment with 7 days notice. Payment is due every month via direct debit on the date that you purchased your membership. Please book on to your preferred classes at time of purchase or allow 24 hours to avoid disappointment. Non-transferable and non-refundable. The class pass Membership does not include Workshops, Courses, Little Yogis & Yoga for Pregnancy. Cancellation Policy Applies.

Class Packs

5 Classes - £50, 10 Classes - £80

Our class packs allow you to attend 5 classes in a 2 month period or 10 classes in a 3 month period. All classes to be used within set period and will not be carried over. Preferred classes to be booked at time of

purchase or allow 24 hours, to avoid disappointment. Non-transferable and non-refundable. The class pack does not include Workshops, Courses, Little Yogis and Yoga for Pregnancy. Cancellation Policy Applies.

Little Yogis Into Pass - £8

Introduction to Kids Yoga - valid for 1 month from date of purchase. Class to be used within one month and will not be carried over. Preferred classes to be booked at time of purchase or allow 24 hours, to avoid disappointment. Non-transferable and non-refundable. Only valid for Little Yogis. Cancellation Policy applies.

Little Yogis Membership - £30

Our monthly membership allows you to attend 4 Little Yogis classes every month & is a 2 months' minimum commitment - auto renewing each month. All classes to be used within one month and will not be carried over. Cancellations via email www.wellness108billericay@gmail.com after the 2 months' initial commitment with 7 days notice. Payment is due every month via direct debit on the date that you purchased your membership. Please book on to your preferred classes at time of purchase or allow 24 hours to avoid disappointment. Non-transferable and non-refundable. The Membership is only valid for Little Yogis classes (excludes workshops & courses). Only. Cancellation Policy Applies.

Yoga for Pregnancy course - £40

Our monthly membership allows you to attend 4 sessions of Yoga for Pregnancy with no minimum commitment - auto renewing each month. All classes to be used within one month and will not be carried over. Cancellations via email www.wellness108billericay@gmail.com after the 2 months' initial commitment with 7 days notice. Payment is due every month via direct debit on the date that you purchased your membership. Non-transferable and non-refundable. The Membership is only valid for Yoga for Pregnancy classes (excludes workshops & courses). Cancellation Policy Applies.

Cancellation Policy

Upon purchasing your Class Pass or Membership, please book on to your preferred class(es). By doing so, you are agreeing to our 12 hour cancellation policy.

If you miss a class you are booked on to or cancel with less than 12 hours notice, you will be charged full price or it will be removed from your class pass, except at the Director's discretion. In the case of £14 in 14 days, should you occur 2 cancellations within the 12 hour cancellation period or 2 no shows, the offer will be forfeited. Refer a friend: Cancellations with 12 hours notice. If either client or friend (or both) cancel within 12 hour cancellation period or either party fails to show for class booked, offer will be forfeited.

Unused multiple class packs & Memberships will not be liable for refunds if unused in the time period specified when booking the pack or membership.

You may change your booking for a class up to 12 hours before the start of your class that you have booked. All changes and cancellations are made via the booking system at www.wellness108.co.uk.

If you have purchased a Monthly Membership, and cancel within the 12 hour cancellation period, a late-cancellation charge will be made of £5.

Whilst we try to run the timetable as accurately as possible, we reserve the right to cancel a class that you have booked and make schedule changes at short notice. We will email you in such circumstance on the email address provided. If a teacher becomes unavailable we will ensure – where practically possible – that they are replaced by another teacher.

We reserve the right to change the teacher taking the class you have booked onto. Where this is not possible, or where a session is cancelled due to unforeseen circumstances, we will email to let you know. At the time of cancellation, we will offer you the choice between:

- Transfer to a class at an alternative date and time, extending the time period of the class pass where appropriate; or
- A refund if you made payment via the single class / drop-in option.

Wellness 108 are not be liable for any other incurred costs caused to you from a cancellation.

Waiting List

Once classes are shown to be full online, there will be no more spaces available, and our waiting list will come in to effect.

Once you commit to the waiting list you are subject to the T&C should a space become available.

Arrival and lateness policy

Please kindly arrive 5-10 minutes prior to the start of the class.

Due to their being no reception, the front door to the Studio is locked when the class starts and therefore Wellness 108 reserves the right to refuse entry to anyone arriving after the start of the class. This policy is in place to prevent injury and to be mindful of the teacher and other participants in the class.

You will not receive a refund if you are late for a class or you fail to show for a booked class – the cancellation policy will come into effect.

Change of prices

We reserve the right to review and change the price of our classes and memberships at our sole and absolute discretion.

We will not change the price of our classes/memberships/workshops/events/private bookings after payment has been made for that particular purchase.

Payment of membership

Monthly Membership has a 2 month minimum contract. The first months' membership is payable via the website payment system or via bank transfer. Thereafter, £72 is payable every 4 weeks via direct debit of your contract period and will become due on the date that you began your membership.

If your Membership Fees become overdue, we reserve the right to refuse you entry into our classes/courses/workshops until the overdue sums are paid in full.

Should you default on payments to us, we reserve the right to notify the default to a credit reference agency or other third party to obtain payment from you.

Cancellation of membership

We ask that you email wellness108billericay@gmail.com with 30 days notice to cancel your membership after the initial 2 month minimum term.

It is the Members responsibility to terminate any direct debit or standing order instruction.

Fitness and Health

We advise you and all customers not to take part in one of the classes/courses/workshops without first seeking medical advice if you/they have any concerns at all over their physical condition.

By purchasing class passes or membership and booking via our system, you agree that you will take part in any of our services at your own risk. If you are unsure if the class is suitable for your needs, please contact us on 07863 544 537 or wellness108billericay@gmail.com to discuss your requirements.

If you have low/high blood pressure and/or cardiac irregularities - you should not attend class until you have written permission from your doctor. If there is any doubt, please consult your doctor.

You must notify the teacher within Wellness 108 of any circumstances affecting your health, which may be exacerbated through continued practice with Wellness 108.

If you are pregnant, you must advise the teacher and be aware that if you are in the first trimester, you are not able to take classes, unless it is a specific pre-natal class. After 14 weeks, you can attend classes entirely at the individual teacher's discretion. If the teacher agrees to you participating in class, this is at your own risk.

We reserve the right to refuse access to you or any customer if we in any way doubt your health and your ability to safely take part in any class/workshop/event/private booking.

By attending classes/courses/workshops you accept the risk of injury from performing any exercises in the studio. Wellness 108 accepts no liability for injury to the Customer, except in so far as such injury is by law incapable of exclusion.

Personal belongings

Personal belongings brought to Wellness 108 are at your own risk. The safety of the possessions are not the responsibility of Wellness 108.

We do not accept liability for loss or damage of personal possessions when using the studio and/or the Car Parking areas surrounding the studio, except in so far as such loss or damage is by law incapable of exclusion.

All lost and left property will be disposed of within 14 days.

Safety, suitability and conduct

Please remove shoes before you enter the studio. For safety reasons and because all customers are barefoot – no crockery, glass or anything breakable is permitted in any part of the studio .

No food is to be consumed within the studio.

Please do not walk around the studio barefoot if you have verrucas or similar foot complaints.

Mats will be provided by Wellness 108. We ask that you wipe down the mats you use at the end of the class. You are welcome and encouraged to bring your own mat.

In the event of a fire you are asked to exit out of the nearest door and leave all your belongings, meeting outside Waitrose car park.

Waiver

No delay or failure by either party to exercise any of its powers, rights or remedies under these Terms will operate a waiver of them, nor will any single or partial exercise of any such powers, rights or remedies preclude any other or further exercise of them.

Entire agreement

These Terms constitute the entire agreement between the parties and shall have effect to the exclusion of any other memorandum, agreement, or understanding of any kind, whether oral or written, between parties.

Enquiries or Complaints

If you have any enquiries or complaints, please email Nathalie at wellness108billericay@gmail.com.

For more information on Terms and Conditions, email Nathalie at wellness108billericay@gmail.com