

The Yoga Social - Terms & Conditions

Thank you for choosing to attend classes with The Yoga Social, be that online or in-person.

Here are a few T&C's to ensure we are all clear with the transaction we are making and keep our yoga community strong and peaceful.

Class Bookings

All class bookings are non-refundable. Under exceptional circumstances they may be transferable, this is by arrangement and must be discussed and agreed upfront. By placing an order you confirm you have read and accepted these terms and conditions.

A booking is confirmed once payment is made for a particular session, workshop or block of classes. Payment can be made directly to the bank details provided, PayPal or via our website. A formal receipt can be provided on request.

The Yoga Social has the right to bring in a cover teacher for any session when required. Where possible students will be notified in advance via email and/or social media channels.

The Yoga Social may due to exceptional circumstances cancel any session (e.g. due to bad weather or illness) In the event a session is cancelled by The Yoga Social, students will typically be offered an alternative session, recording if a Zoom class, or a refund.

Booking Your Classes with a class pass:

Managing your class bookings is simple, just visit our Timetable Calendar and scroll through the months ahead to ensure that you will be able to use up any class passes within the expiry period. You have full flexibility in how often you attend per week.

Holiday Policy:

Please note that by purchasing a block of classes or a Membership, you agree to the relevant expiration period which includes all posted holidays during which the class times are modified or cancelled. Please ensure that you plan your attendance accordingly as we cannot extend expiration dates on blocks or suspend memberships on an individual basis.

All of our holiday dates are posted on our Timetable for your convenience – please check regularly and book online to avoid any disappointment.

In exceptional circumstances and by prior arrangement autorenew passes can be put on hold for 1 month minimum. Please give notice of this in advance of your hold date and we can reinstate your contract on your return (no earlier than one month).

Workshops

All workshops and retreats must be paid for at the time of booking unless by other agreement. Bookings will be confirmed once payment is received in full. Workshops are non-refundable. They may be transferable, but this is by arrangement and must be discussed first. By placing an order you confirm you have read and accepted our terms and conditions.

About the Memberships

As an independent yoga studio we are our members, the community we have created is part of what who we are. Our membership offer builds on that and ensures we can keep going and offer a safe environment to share our practise.

Our Monthly Auto-Renew Memberships offer you great value and flexibility for your personal practise. Memberships are non-refundable and non-transferable. Due to the digital nature and extra content available to members we have set out very clear details of the contract below.

Our membership contract with you

How to place an order - To place an order with us you must first create an account on our website or mobile app by completing the form on our membership account page. In order to create an account with us you must:

- be at least 18 years old;
- agree to these terms and our Privacy Policy; and
- provide accurate information.

Once you have created an account, you can place an order on our booking pages.

How we will accept your order - Our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us.

If we cannot accept your order - If we are unable to accept your order, we will inform you of this and will not charge you for the order. This might be because of unexpected limits on our resources which we could not reasonably plan for or because we have identified an error in the price or description of the services.

Your account - You are responsible for maintaining your account, which means:

- you must keep the personal information on your account accurate and up to date and notify us of any changes on your health screening form;
- you must not impersonate someone else or provide any false information; and
- you must not share your password with anyone and must keep it confidential.
- We have the right to disable any user password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of these terms.
- If you know or suspect that anyone other than you knows your user password, you must change it immediately and notify us within 24 hours.

The duration of your subscription -Your membership subscription will last initially for one month from the date of your order. If you have selected the autorenew option, it will automatically renew for a further month at the end of each monthly period (provided that your payment is collected) until you end the contract. If payment for a subsequent month is not made (due to expired payment details or otherwise) your subscription will automatically lapse at the end of the preceding subscription month. If you do not select autorenew, you

must pay for any subsequent months before the end of your current month or your subscription will lapse.

The duration of your class pass -Your class pass is time limited and the number of classes on the pass must be used within the stated time. The time limit will be as indicated on the order page when you place your order. Your class pass will expire on the earlier of (a) the end of the time limit; and (b) your use of the full number of classes permitted by the pass.

We only sell to the UK. Our website is for the promotion of our services and digital content in the UK. These terms are governed by UK law and are written in accordance with UK consumer law. If you would like to register with us or place an order with us and you are not resident in the UK, we recommend you take appropriate legal advice before doing so.

Your safety

Nothing provided by us in the services constitutes medical advice. Consult your doctor before undertaking any new exercise activity and follow their advice. Do not use our services if you are pregnant or have a history of medical conditions or injuries without first obtaining the approval of an appropriate medical professional. You must follow all safety and other guidance provided by us. If you feel unwell in any way during any of our classes, you should STOP immediately and seek appropriate help. You must exercise within your limits. By ordering a subscription or class pass with us, you are confirming that you have and will comply with this clause.

Your right to make changes

If you wish to change the services you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price, the timing of supply or anything else which is necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract.

Our right to make changes

Changes to the content - A subscription to our membership provides access to our membership only video content. The content available will be regularly updated and changed, and features and functionality may be added or removed from time to time. You agree that the content is variable and may change at any time without notice.

Changes to the price - We may change our monthly subscription fee at any time. If we make such a change, we will notify you and you may then contact us to end the contract at the end of the monthly period before the changes take place. Otherwise, they will automatically apply to the subsequent months of your subscription.

Minor changes to the services - We may change the services:

- to reflect changes in relevant laws and regulatory requirements; and
- to implement minor technical adjustments and improvements, for example to address a security threat. These technical changes are not intended to lessen the value or duration of the content nor affect your use of the services.

Changes to these terms - We may make changes to these terms, but if we do so we will notify you and you may then contact us to (a) end the contract before the changes take effect and (b) receive a refund for any remaining unused period of your subscription or class pass.

Updates to digital content - We may update or require you to update digital content, provided that the upgraded digital content matches the description of it that we provided to you before you ordered it.

Providing the services

When we will provide the services. We will supply the services and digital content to you until (a) your purchased service expires or lapses, or (b) you end the contract, or (c) we end the contract by written notice to you.

We are not responsible for delays outside our control. If our supply of the services is delayed by an event outside our control, we will contact you upon

becoming aware of the problem and we will take steps to minimise the effect of the delay or disruption. Provided we do this we will not be liable for minor delays caused by the event but, if there is a risk of substantial delay or disruption, you can end the contract.

What will happen if you do not give required information to us. We may need certain information from you so that we can supply the services to you. If so, this will have been stated in the description of the service on our website. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the services late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

Reasons we may suspend the supply of services to you - We may have to suspend the supply of a service to:

- deal with technical problems or make minor technical changes;
- update the content to reflect changes in relevant laws and regulatory requirements;
- make changes to the services as requested by you or notified by us to you

Your rights if we suspend the supply of services - Unless the problem is urgent or an emergency, we will contact you in advance to tell you we will be suspending supply of the services.

We will suspend supply of the services if you do not pay - If you do not pay us in advance for subscription services, we will suspend supply of the services at the expiry of the paid up subscription period.

Your rights to end the contract

You can end your contract with us - Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

If what you have bought is faulty or misdescribed you may have a legal right to end the contract (or have a service re-performed or to get some or all of your money back)

If you want to end the contract because of something we have done or have told you we are going to do,

Ending the contract because of something we have done or are going to do - If you are ending a contract for a reason set out below, the contract will end when you tell us you have ended it and we will refund you in full for any services which have not been provided. The reasons are:

- we have told you about an upcoming change to the services or these terms which you do not agree to
- we have told you about an error in the price or description of the services you have registered for and you do not wish to proceed;
- there is a risk that supply of the services may be significantly delayed or disrupted because of events outside our control;
- we have suspended supply of the services for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than three hours in any period of one week; or
- you have a legal right to end the contract because of something we have done wrong.

Changing your mind - Exercising your right to change your mind (Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013). For most products and services bought online you have a legal right to change your mind within 14 days and receive a refund. These rights are summarised in these terms, but please refer to the Regulations themselves if you require more information.

When you don't have the right to change your mind -You do not have a right to change your mind in respect of:

- digital products after you have started to download, watch or stream these; and
- services, once these have been started or completed, even if the cancellation period is still running.

How to end the contract with us (including if you have simply changed your mind)

Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

Phone or email. Call us on 07989 499995 or email us at info@theyogasocial.scot. Please provide your name, home address, details of the order and, where available, your phone number and email address.

Deductions from refunds if you are exercising your right to change your mind - If you are exercising your statutory right under the Cancellation Regulations to change your mind, we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.

When your refund will be made - We will make any refunds due to you as soon as processed within a 14 day period

Our rights to end the contract

We may end the contract if you break it. We may end the contract at any time by writing to you if:

- you do not make any payment to us when it is due and you still do not make payment within seven days of us reminding you that payment is due;
- you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the

We may withdraw the services - We may write to you to let you know that we are going to stop providing the services to you. Except where our withdrawal is caused by events beyond our control, we will let you know at least one month in advance of our stopping the supply of the services to you and will refund any sums you have paid in advance for services which will not be provided.

If there is a problem with the services

How to tell us about problems - If you have any questions or complaints about the services, please contact us. You can telephone us on 07989 499995 or write to us at info@theyogasocial.scot.

Summary of your legal rights - We are under a legal duty to supply services that are in conformity with this contract. Nothing in these terms will affect your legal rights.