



Bristol YogaSpace Ltd.
Membership Terms and Conditions

Memberships aim:
To provide an easy way to regularly attend our yoga classes
to help receive all the benefits yoga can offer.

In-Studio Class Membership Includes

Your chosen number of classes per monthly billing cycle (in-person or online)
Flexible booking in any class to suit your schedule.
Unlimited access to our short home-practice online library.
Discounts off 1:1 private sessions to tune-up your practice.
A personal discount code for extra classes.

HOW MEMBERSHIPS WORK

YogaSpace memberships provide regular access to classes every billing cycle (a billing cycle is a month from the date you join, e.g. 9th September - 9th October would be a billing cycle). You'll also get some great additional benefits.

To attend your classes, pick and choose from our schedule using the *Exclusive Members* tickets - this offers full flexibility to when you can come. We cap the class numbers to keep the classes enjoyable so advance booking will get a space in the class that you want to come to.

Membership sets up an auto-pay subscription which bills your bank card each month automatically. The membership needs to run for at least 2-months, and there is a 30-day advance notice period to cancel where they will be one final billing cycle before payments stop (see below for full details).

CLASS BOOKINGS

Once you have bought your membership, you simply log in using your email address and you will be able to use the 'exclusive' membership tickets for each class to book any class. Or you can have had a space reserved for you in your regular class. Speak to us about getting booked into your regular class in this way and we will be happy to help.

CLASS CANCELLATIONS

If you need to cancel a booked class, as long as it is 24-hours ahead of time you can use the 'ticket transfer' option to change to a new class time. Or if you have booked into a regular class time, then email us at least 24-hours ahead and we will offer that space to someone else and you can use your credit in another class.

If you offer less than 24-hours notice this will result in your class credit being used. But you can get a class recording of the week's class instead or have a Zoom class replacement if that is available.

Please arrive at least 10 minutes before the class starts to have time to settle in and speak to the teacher about any injuries or questions you have about yoga. If you are late you might not be able to come in as it disrupts the class for everyone but this will still use a class credit.

ONLINE LIBRARY UNLIMITED ACCESS

Your personal access link will be emailed to you within 3-days of starting your membership (sooner if it isn't a weekend or holiday). Once set up you gain access to mini, short and medium length home practices to build your practice and complement your group classes.

SAFE PRACTICE

All our teachers are very experienced and well trained and will offer suitable adaptations and modifications to the practices. We aren't an extreme movement or practice studio, and along with our

gentle yoga classes there is always something you can do. And within every class there is always the option to listen to your body and rest. Please speak to your teacher regularly, and especially if any discomfort arises so that we can help overcome any issues.

MEMBERSHIP CANCELLATION

Please provide at least one month's notice of your cancellation via email to Bristolyogospace@gmail.com. This means your membership runs for a minimum of 2-months. There will be one final billing period and then no further payments after that.

REFUNDS

Sorry there are no refunds of memberships paid but not used. Unused classes cannot be rolled over to subsequent months.

If you miss your monthly payment (e.g. your card expires) please contact us asap. We understand that errors occur and will work with you to sort it out. If this happens we will request a £20 administration fee as it can be time consuming to sort out.

If unforeseen circumstances occur and classes are unable to run, we will communicate with you clearly as soon as possible via email. We will honour all memberships and aim to provide value for your subscription as far as is possible.

STUDIO CLOSURE over the Christmas period

Over the Christmas season we close the studio between Christmas and New Year. We also often close on bank holidays. The website always has an up to date class schedule so that you can plan your class attendance to ensure you are able to use all your credits. We will also offer class recordings for home practice to ensure your practice is supported during the break.

CHANGES to our terms and conditions

We will always keep an updated copy of the terms and conditions on the membership page of our website. Any changes made will be reasonable and fair. We will always protect your privacy in compliance with the law.

HOW WE USE YOUR INFORMATION

Bristol YogaSpace Ltd. collects very limited personal information.

We use a fully legally compliant credit card processing services provider to take payments and have no access to your payment information. Our booking provider is Bookwhen Ltd, and our credit card processor is Stripe Ltd.

Any information you disclose with your yoga teacher is confidential and will not be shared with anyone else. Confidential health information is kept individually by the teachers you share it with and if written down is stored securely.

TERMINATING YOUR MEMBERSHIP

We aim to provide a safe and respectful place for everyone. If there is unreasonable behaviour occurring by the member, we reserve the right to cancel the membership and refuse entry to the member.

COMPLAINTS

We aim to always meet the highest standards in our teaching and in our relationships with our students. We take any complaints we receive very seriously. We encourage people to bring any complaints to our attention where our teachers will fairly review the complaint and agree appropriate action. A complaint against an individual teacher will be addressed and taken seriously. We would also welcome any suggestions for improving our procedures.

ADDRESS AND CONTACT INFORMATION

You can write to us at:

Bristol YogaSpace Ltd. Princes Place, Bristol, BS7 8NP

Or email us at bristolyogospace@gmail.com

Or telephone us on 07530 053 543

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