Yoga with Zuzana

TERMS AND CONDITIONS

Thank you for booking a class or session with Yoga with Zuzana. Please read these terms and conditions before making a booking.

1. Bookings and Payments

- All classes and sessions must be booked and paid for in advance.
- Payments can be made through the online booking system or by bank transfer. Please contact me for bank details.
- If you prefer to pay by bank transfer, I can arrange your booking manually through the online booking system.
- Cash payments are accepted by prior arrangement only, as I do not routinely carry cash.
- Your booking is confirmed once payment has been received and your booking has been acknowledged.

2. Booking and Payment Processing Fees

Online bookings and payments may incur booking or processing fees charged by third-party providers, including Reservi Booking and Stripe. Bank transfers may also incur transaction fees, depending on the provider.

Any applicable fees will be communicated before payment wherever possible. Third-party fees may be non-refundable. I will endeavour to refund the full amount wherever possible, but any deduction for fees will only be made where legally permitted and disclosed in advance.

3. Cancellations and Rescheduling – Group Classes

- Please provide at least **24 hours' notice** if you need to cancel a regular group class.
- Cancellations made with at least 24 hours' notice may be rescheduled within four weeks of the original class date, subject to availability.
- Cancellations made with less than 24 hours' notice, or failure to attend, are generally non-refundable and not eligible for rescheduling.
- Refunds for client cancellations are not normally provided. Exceptions may be considered at my discretion on a case-by-case basis, subject to applicable consumer rights.

4. One-to-One Sessions

- One-to-one sessions must be booked and paid for in advance.
- A minimum of **48 hours' notice** is required for cancellations or rescheduling requests.
- Cancellations made with less than 48 hours' notice, or failure to attend, are generally non-refundable and not eligible for rescheduling.
- Where at least 48 hours' notice is given, rescheduling may be offered, subject to availability and agreement.
- Exceptions may be considered at my discretion on a case-by-case basis, subject to applicable consumer rights.

5. Special Events, Workshops, Retreats and Private or Group Bookings

Special events and bespoke sessions, including yoga hen parties, workshops, retreats, private group sessions and corporate classes, may have different booking, payment, cancellation and refund arrangements.

The specific terms and conditions for each event or booking will be provided before the booking is confirmed. These may include details of deposits, payment deadlines, cancellation charges, transfers to another participant and what is included in the price.

6. Cancellations or Changes by Yoga with Zuzana

If I need to cancel a class or session due to an emergency, severe weather, unsafe travel conditions or other unforeseen circumstances, I will first offer a suitable alternative date or replacement session wherever possible.

If no suitable replacement is available, or the alternative is not convenient for you, a refund will be arranged in accordance with applicable consumer rights. Any deduction for third-party processing fees will only be made where legally permitted and disclosed in advance.

Occasionally, class times, venues or arrangements may need to change due to unforeseen circumstances. I will communicate significant changes as soon as reasonably possible and explain the options available.

7. Contact Details and Communication

Please ensure your contact details, including your mobile number and email address, are accurate and up to date when booking. This allows me to contact you as quickly as possible if a class or session needs to be cancelled or changed at short notice.

8. Late Arrivals and Attendance

Please arrive on time so that classes can begin as scheduled. Late arrivals may not be admitted if entering would disrupt the class or compromise safety.

Missed sessions due to late arrival are generally non-refundable, subject to applicable consumer rights.

9. Health, Safety and Wellbeing

Please inform me before your session of any injuries, health concerns or physical limitations that may affect your ability to participate safely. Please also let me know if your circumstances change.

Yoga is a physical activity. Please practise within your own comfort and ability, follow safety guidance and stop if you experience pain or feel unwell.

10. Personal Belongings and Respectful Behaviour

Please take care of your personal belongings. Yoga with Zuzana cannot accept responsibility for loss or damage except where liability cannot lawfully be excluded.

All participants are expected to treat the instructor, other participants and the venue with respect. Appropriate action may be taken where behaviour compromises the safety or wellbeing of others.

11. Privacy

Personal information provided during booking will be handled in accordance with the privacy information available on the Yoga with Zuzana website.

Please refer to the website’s Privacy Policy for details of how personal information is collected, used and protected.

12. General Terms

By making a booking, you acknowledge that you have had the opportunity to read these terms and conditions.

Nothing in these terms is intended to exclude or limit any rights you may have under applicable consumer law.