



TERMS & CONDITIONS

Fitness to Practice

It is your responsibility to ensure that you are fit to attend Yoga, Pilates, Chair Yoga Fitness classes/events, to practice within your limitations and to consult with your healthcare professional if you are in doubt. If you are a new client, you must complete a Health Questionnaire at the time of your first booking and email it to your instructor in advance of your first class/event. If you are a regular client, you must update your Health Questionnaire whenever there is a change to your health.

Booking Terms & Conditions

General

It is the booker's responsibility to check the booking confirmation to ensure the booking is correct, as space cannot be guaranteed in a class without a confirmed booking. If you do not receive a booking confirmation while you're still in the system you have not completed the booking process all the way to the end. If you do not subsequently receive an emailed booking confirmation in your Inbox, it may have gone to your Junk mailbox.

If you are paying in advance, payment for bookings is required by bank transfer within two hours of booking or your space/s cannot be guaranteed and may have to be cancelled. Bank account details are provided in the booking confirmation email.

Bookings are non-refundable.

If Shine Yoga & Pilates must cancel a class/event you will be offered either a full refund or the option to transfer to an alternative class/event.

Single Class Bookings

At least twelve hours notification of cancellation is required via WhatsApp/SMS/email.

If you provide at least twelve hours notification of cancellation, payment can be transferred by the Booking Administrator to another class if there is availability. Please check availability and advise at the time of cancellation which class you want to transfer to.

Block Bookings

At least one class per week for at least four consecutive weeks.

Once your booking is made it is non-transferable, except in the event you notify the Bookings Administrator you cannot attend a class and your space can be sold to somebody on a waiting list for space in that class.

Class Terms & Conditions

Please arrive at least five minutes before the scheduled start time.

Please switch your phone to Silent or Do Not Disturb.