

Terms & Conditions

Health Disclaimer

Physical exercise, in all its forms and with or without the use of equipment that may be suggested by So Supple, is a strenuous physical activity. Accordingly, you are urged and advised to seek the advice of a physician before beginning any physical exercise regimen, routine, program or using any suggested equipment, if you are unsure about your health. So Supple is not a medical organisation and its instructors or staff cannot give you medical advice or diagnosis.

By using So Supple services, you represent that you understand that physical exercise involves strenuous physical movement, and that such activity carries the risk of injury whether physical or mental. You understand that it is your responsibility to judge your physical and mental capabilities for such activities. You understand that, from time to time instructors may suggest physical adjustments or the use of equipment and it is your sole responsibility to determine if any such suggested adjustment or equipment is appropriate for your level of ability and physical and mental condition.

Prohibited Conduct

The following rules have to be respected at all times, in your communication and during a session.

- 1) You adopt a correct and respectful outfit to practice yoga during the session – e.g t-shirt, shorts, leggings, yoga pants
- 2) You agree not to be offensive and/or promote racism, bigotry, hatred or physical harm of any kind against any group or individual
- 3) You don't harass or advocate harassment of another person
- 4) You don't exploit people in a sexual or violent manner
- 5) You don't provide any telephone numbers, street addresses, last names or email addresses of anyone other than your own
- 6) You don't share with So Supple any information that you know is false or misleading or promotes illegal activities or conduct that is abusive, threatening, obscene, defamatory or libellous
- 7) You don't denigrate, ridicule or demean another person

Booking policy

- 1) If the booking is done via the website, payment is expected in advance of the event, please contact me as soon as possible if you wish to make alternative arrangements for payment.
- 2) If the booking has not taken place via the website, payment is expected on the day of the session before the session starts. I accept cash and credit or debit cards.

Cancellation policy

- 1) For cancellations made less than 24 hours prior to the event or non-attendance on the day no refund will be given.
- 2) For cancellations made less than 48 hours prior to the event 50% refund will be given.
- 3) No refund or credit will be given for missed classes.

- 4) For force majeure incidents that would make you unable to attend a session, 100% refund will be given with supporting documentation.

Cancellations made by So Supple

So Supple will try to give as much notice as possible in circumstances where So Supple has to cancel a session, and will do this only as a last resort. In the event that a session does have to be cancelled there will be no charge or a full refund will be given.