



Purchase Policy

Class Passes / course payments are non-refundable. Registration and payment is required prior to course commencement to guarantee your place and payment in part or full confirms your place in a class, course or program. Once you are booked into a course or have purchased a pass, a place has been reserved for you. Passes or course payments are not extended beyond their expiry date.

Class Passes provide you with a certain number of classes to be used within a specified timeframe and are strictly valid for the period indicated on your pass issued at the time of purchase.

In the event a payment is made and a class is full, students have the option of transferring payment to another course of same value. If a suitable course is not available, a refund may be issued.

Prices are subject to change without prior notice. No refunds given for lowered prices, the same as we will not ask you to pay more for an increased price after your payment is received.

Cancellation Policy

Cancellations later than 4 hours (12 hours for early morning classes) prior to class start time for any reason will not be refunded or credited. The cancellation policy applies to all classes.

If you have a class pass and cancel a booked class with less than 4 hours notice or fail to turn up you will forfeit one class from your pass.

Please do not ask us to break this golden rule, it is in place to ensure that all students have a positive experience and to deter consistent no shows and late cancellations.

Late arrivals will not be allowed to attend class to ensure a peaceful session for those on time.

Cancellations earlier than 4 hours prior to class (12 hours for early morning classes) start time will receive a credit towards a future class based on the class and similar cost or in the case of booked term classes, see **Missed classes** below.

All payments are non-refundable and non-transferable.

Missed classes

Should you miss a course session due to unforeseen circumstances or illness and have notified in advance, then up to 2 make up classes may be available within the duration of the course/term at another similar class or casual class. This must be arranged prior to the visit. Existing students enrolled in a course or class take priority, therefore the make up classes are not guaranteed.



Deferrment

If circumstances arise that prevent you from continuing with a course/program, please contact Healing Heart Yoga immediately to arrange deferrment or transfer to another course/program. Administration fees may apply.

Course/Program Cancellation

All courses/workshops will run where there is a minimum of 5 students registered 7 days prior to course/workshop commencement. Should the minimum number not be reached, those registrants will be contacted and their course/workshop re-scheduled to a mutually agreed date or Healing Heart Yoga will refund 100% of the course fees received.

Intensives/Workshops Cancellation

Full payment is required prior to intensives/workshops that are run at Healing Heart Yoga and are non-refundable. To receive a credit, Healing Heart Yoga must receive cancellation in writing 7 days prior to the intensive/workshop.

Yoga Therapy / Private Class Policy

All Yoga Therapy / Private Classes must be paid for at time of booking. Any cancellations that occur more than 24 hours before the scheduled time may be re-booked at no additional cost. Cancellations that occur within 24 hours will incur a cancellation fee of 50% of the relevant session/class fee.

Private Classes are non-transferable and non-refundable.

Gift Vouchers

Gift vouchers are non-refundable or replaceable and must be used within the specified period.

Terms and Conditions

Students must notify Healing Heart Yoga and its teachers of any injuries or illness, or any reason they are not capable of participating in a yoga class prior to the start of all classes, and that such exercise would not be detrimental to their health, safety, comfort or physical condition.

Students shall not attend classes whilst suffering from any infections or contagious illness, disease or other ailment or whilst suffering from any physical ailment such as open cuts or sores or minor infections where there is a risk, however small, to teachers and other students.



Privacy

As a student of Healing Heart Yoga, you will be asked to provide contact information. We appreciate you providing your information, as this assists us in getting to know you better.

On attendance you will be requested to complete a Registration Form. The purpose of our registration form is to enable you to communicate with us, particularly relevant and important physical history in relation to attending classes as our student. Your contact person is someone you would like us to notify in the event you require medical assistance.

As a student at Healing Heart Yoga, we may need to communicate with you from time to time about changes to classes or courses, in some cases, we may wish to extend to you a special offer. The information provided to us assists us in understanding how we may be able to tailor or improve our services to better suit you. We value your privacy and respect the sensitivity of information provided to us, and ensure your details are kept secure. Your details will be added to our mailing list, however there is an option to unsubscribe at any time.

Your details will not be disclosed to third parties, including our teachers. If you are contacted by a third party claiming to act on our behalf, or you suspect a third party have accessed your details, please contact us immediately so we are able to resolve any issues.

In attending our classes, courses, events or workshops at Healing Heart Yoga as a student you agree to the above Purchase Policy and Terms and Conditions. These are likely to be updated periodically. Please take the time to review these.