



Introduction

These terms and conditions apply to all service supplied by Clare Makin and purchased via claremakin.co.uk These terms and conditions do NOT apply to in person community yoga classes. Please see separate terms via the online booking systems for these yoga classes.

General conditions

- All paid for 1:1 session will be 60 minutes long
- 1:1 sessions are non transferable and only refundable prior to undertaking the service. See separate terms below for clarification on refund policy
- All 1:1 and group coaching sessions must be paid in full prior to starting the first session.
- On attending the first session or class, no refund will be given for the rest of the package
- 1:1 session should be booked and taken within a 3 month period after purchase. After this 3 month period you will forfeit any outstanding sessions.
- 1:1 sessions and classes may be cancelled due to circumstance out of Clare Makin's control, e.g poor weather, ill health, positive Covid test or lack of child care provision. Your session will be rescheduled to a suitable date in the future.

1:1 sessions

In person

All in person appointments will take place at the Magnolia Therapy Centre in Mapperley (354 Mansfield Road, Nottingham, NG5 2EF) unless otherwise stated. It is recommended that you attend your appointment alone without any dependents. However, if you need your child to be with you due to breast feeding or childcare needs you are welcome to bring them along. You should ensure you bring all the equipment you need to keep your baby happy. Please let Clare Makin know if you will be arriving with your baby/child.

You should arrive at your appointment wearing comfortable clothes that allow you to move freely. Bring a bottle of water and your own yoga/exercise mat.

Zoom appointments

You are required to keep your camera on during all 1:1 zoom sessions. Clare Makin will need to see a full view of you during the session so ensure you can either move your screen around or be in a room large enough.

You should wear comfortable clothes which aren't too baggy so that you can receive guidance on your alignment and positioning in certain poses.

Cancellation of sessions

1:1 in person appointments should be cancelled at least 72 hours before the appointment time. If you need to cancel after this window there is an admin charge of £15 per 1 appointment. For transparency, this charge covers part of the payment for room hire that will still need to be paid if you cancel in less than 72 hours.

1:1 sessions via zoom require a 24 hours notice period. If you need to cancel after this window then you will be charged £5 per 1 appointment. This is to cover time lost to Clare Makin as there is insufficient time to book in another client.

Rescheduling of sessions

1:1 in person appointments should be rescheduled at least 72 hours before the appointment time. If you reschedule after this window there is an admin charge of £15 per 1 appointment. For transparency, this charge covers part of the payment for room hire that will still need to be paid if you cancel in less than 72 hours.

1:1 sessions via zoom require a 24 hours notice period to reschedule.

Refunds

You have the right to claim a full refund on the service you have purchased 48 hrs after purchase. If you have purchased a package of 1:1 services and already had at least a 1 hour session then you are not entitled to a refund.

Your health

You are responsible for ensuring you are fit and well to take part in 1:1 services and online classes and tutorials. You should seek medical advice for any conditions you are unsure about. If you become unwell at anytime during a 1:1 session you should inform Clare Makin and stop immediately and seek further medical advice.

Legal disclaimer: your participation in any online class provided by Clare Makin is at your own risk and subject to and governed by English Law and the exclusive jurisdiction of the Courts of England and Wales