

CANCELLATION POLICY

1. CLASSES

Early cancellation (up to 12 hours before the start of class), is allowed with no penalties. This allows waitlisted students to be contacted and invited to the class. Your class will be credited to your account to use next time. However, payments are not refundable.

Late Cancellation (within 12 hours to the start of the booked class) or a 'No Show' (unable to turn up for a class at all) will incur deduction of the class payment. For contracted and Unlimited Passes, late cancellation will incur a charge of £5. This will be charged to the card that your payment was taken from.

Please remember that you must contact us via email sha@shakaliyoga.com , text or go to our online booking system and remove yourself from the class list if you cannot attend a class.

2. CONTRACTED MEMBERSHIP

Membership automated Payments remain payable whether or not the client uses the service paid for. Automated Payments are not refundable. You can end your membership at the end of your first Subscription Period, by granting us at least one calendar month's notice for written cancellation to be provided. The notice period will begin from the first of the month after we have received your cancellation notice in writing.

Pre-paid monthly fees are not refundable.

Full T&C's of membership are available on request by emailing sha@shakaliyoga.com

MERCHANDISE

Retail items purchased from Sha Kali Yoga LTD (excluding yoga mats or opened products/packages) can be returned and exchanged for a like or similar product or credit to your Sha Kali Yoga account only. This is only possible if returned within 14 days and with a valid receipt.

When returning a product, please make sure that it is in good condition, unassembled and in its original packaging. If the products are not in a state where they can be resold, it may not be possible to accept the return.

No refunds will be given for Gift Vouchers.

PRIVACY POLICY

Sha Kali yoga Policy sets out how your personal information is collected, used, and shared when you visit our website or attend yoga offerings with us as required by the GDPR policy. We take the security and privacy of our participants seriously.

You have the right to access and update the personal information we hold about you. You can also choose when and how we communicate with you and can opt out at any time.

1. YOUR PERSONAL DATA THAT WE COLLECT

Sha Kali Yoga stores the following information about its members when you purchase a service or product, register to receive our emails or contact us:

- Information that you provide during the registration process (such as your name, billing geographical location or payment methods information, email address, contact number, transaction history will be collected when you call or email us or when you use our services.
- Information about your class attendance and membership status.
- Any personal data you may provide on our medical records form.
- Your IP Address (will be recorded by our web server when you use our website) whether you purchase a service or register to receive our emails, we will collect user information.

2. HOW WE MAY USE YOUR PERSONAL INFORMATION

Sha Kali Yoga will collect, store and may use your personal information for the following reasons:

- To fulfil your order or contract- such as placing an order or booking a class or a consultation. We may require your identification, contact and payment information to enable us to enter into a contract with you and are unable to do so without this information. Please note that we may retain your details for a reasonable period of time after you have completed the transaction to fulfil any contractual arrangements or duties such as refunds to meet any legal requirements for the retention of transactional data.
- To notify you of changes to our offerings or services that you have already booked, such as cancellations or waiting list changes.
- To maintain our website and enhance our services.
- To keep in touch with you with reference to your marketing preferences via email contact that you have opted into.
- To process payments, detect and prevent fraudulent transactions and/or any other criminal activity (we may pass your details to a third party to carry out these functions)

We process the information you have given and consent where it is necessary to perform our contract, to take steps at your request prior to entering into a contract, where required by law or in pursuit of our authentic interests where these are not overridden by your rights and choices to provide appropriate marketing and to facilitate our services.

3. PERSONAL DATA AND THIRD PARTIES

Our website is hosted on the GoDaddy.com Platform; provides us with the online facility that allows us to provide our services to you. Your data may be stored through Godaddy.com data storage, databases and applications.

- Sha Kali Yoga does not and will not share or sell your data to any third party.
- Sha Kali Yoga does not collect data on members or potential members from any third parties.
- We will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

4. SECURITY AND PRIVACY OF YOUR PERSONAL DATA

Sha Kali Yoga reserves the right to amend this privacy policy at any time, so please review it regularly. When we make material changes to this policy, we will notify you here, so that you are aware of what information is updated.

- Sha Kali Yoga does not have access or visibility of any financial account information that you provide via our GoDaddy Online booking system.
- Any payments made to Sha Kali Yoga via phone or in person are directly entered to our payment machine and are not recorded anywhere on our systems.
- In order to effectively process credit or debit card transactions it may be necessary for the bank or card processing agency to verify your personal details for authorisation.

5. SHA KALI YOGA MEMBERSHIP

- By signing the waiver when you become a member or sign up for our offering, you agree with Sha Kali Yoga holding personal data about you via our online booking system.
- By entering into this agreement, you agree to receive email notifications or confirmation information on your purchases, bookings, class reminders and cancellations.

6. USE OF COOKIES

Cookies are small pieces of data stored on your computer's browser when you visit some websites, they are usually used to keep track of movements and actions on a site. You can program your browser to warn you before downloading cookies, information regarding this may be found in your browser's 'help' facility.

GoDaddy uses some necessary cookies because they allow visitors to navigate and use key features on this site.

GoDaddy analytics cookies allow GoDaddy to collect information on our behalf about how visitors interact with our site. Storing these cookies is how GoDaddy populates the data in GoDaddy analytics.

CONTACT US

For more information about our privacy policy or if you would like to: access, correct, amend or delete any personal information we have about you, please contact us via email at sha@shakaliyoga.com

