



## Holistic Wellness Community Class Terms & Conditions

### **Weather:**

We run Forest Bathing outdoors, Sound Baths, Meditation and Community Circle Classes indoors. We aim to run our outdoor classes in all conditions apart from high winds, lightning, or other extreme weather where it would not be possible to keep participants comfortable and/or safe. If we do need to cancel a session, we aim to give you as much advance notice as possible and will endeavour to offer a suitable alternative class in our indoors premises if we can.

### **Logistics:**

We kindly ask you please do not enter the studio area 15 mins before the class to allow class leader time to set up the space, you are very welcome to wait in the entrance hall area. Sometimes life happens and things or obstacles get in the way, so if you are running late then please let us know by emailing us, however if we have started the meditation part of the class, we would kindly ask you to please not enter to avoid disruption to the class.

### **Address:**

Hut [3, Tilgate Drive, Crawley, RH10 5PH.](#)

Here is the google maps link:

<https://maps.app.goo.gl/jWKoh8RYCYaAzbre6>

This is just off the K2 so if you come from the K2 entrance, once you go over the bridge that's only big enough for one car to fit, it will be the first yellow metal framed entrance to the tilgate huts and the hut is just at the top of the small hill. You will see our sign on the hut, it's quite large so you can't miss it!

### **Parking:**

Parking is free on this lot and all around the huts, so park anywhere appropriately. There is also a free car park located 1 min walk away on Tilgate drive



## **Clothing and Equipment**

### *Indoor classes:*

Comfortable clothing is advised, so you can just be and not be restricted. An important aspect of our classes is that they are a safe space where you can feel comfortable and able to relax without feeling restricted in your clothing. Layers are advised so you can add or remove as your temperature changes (during meditations, our body temp tends to drop).

You're welcome **to bring whatever is comfortable for you**, your favourite blanket, an oodie, slippers, fluffy socks, etc. There are blankets and yoga mats provided, however you are very welcome to bring your own if you would prefer. Please note we do regularly do fully clean all of our mats and covers, if you would like to wipe over these before using them, please do help yourself to the antibacterial wipes and antibacterial spray in kept in the cupboard with the blankets.

Please bring **water** with you, we also have tea and coffee available, please also bring any food or medications you might need.

### *Outdoor Classes:*

Please make sure you wear appropriate footwear and clothing for being outside and for the weather conditions and time of year, we recommend long trousers and tops with sleeves and walking shoes or similar with good grip and ankle support ideally waterproof.

**You will need to bring something waterproof and comfortable to sit on such as a cushion, yoga mat, blanket, plastic shopping bag or light fold up chair.** Please note the floor or log areas underfoot may be wet, so bring things to keep yourself comfortable, warm and dry. Your body temperature can significantly reduce as we move slowly in the forest and stop regularly so bring extra layers of clothing and a coat. Please also bring water and sun protection if required, and any food or medications you might need.



### **Seating:**

For most of our classes, we will be laying on the floor and on yoga mats, and there are a few upholsters and pillows at the studio available. During meditation it is encouraged to lay down on the yoga mats for this. With this in mind, please let me know if you have any physical ailments, conditions or requirements where sitting on the floor will be uncomfortable, so we can provide a chair or anything that is needed to improve your comfort and for me to be aware during the class if may need some assistance.

### **Possible risks**

Potential physical risks of doing Forest Bathing and being outside are with the walking and breathing exercises, and certain natural hazards (e.g. please be aware of roots, branches).

All our classes can be emotional; you may find that certain emotions surface during the exercises. Please be reassured this is a normal reaction and happens when our bodies relax and release tension.

### **Inclusion:**

We aim to make our classes as inclusive as possible; our indoor hut and toilet have wheelchair access.

We work hard at understanding neurodiversity and have created a low arousal environment, taking into consideration lighting, sounds and smell to help ease and relax our senses. Please see our website for video of our premises which you may find helpful.

In addition, you are welcome to inform us ahead of the class if you have any accessibility requirements, injuries or allergies we should be aware of.



### **Medical conditions/medications/pregnancy**

If you are in the first trimester of pregnancy, we advise that you wait to join one of our events. If you would like to attend during this time, please provide written confirmation from your medical team that they are happy for you to take part.

If you have any medical conditions or health-related concerns, or are on a prescribed medication, please see your GP and discuss attending with them. If you currently experience or have a history of serious health issues (including mental health issues, operations, medical procedures, seizures, implants, special needs, severe allergies etc), please let us know so that we can look after you properly.

### **Minors**

Our events are for adults 18+.

### **Refund Policy**

Please note that we only refund events no later than 7 days prior to the start of the event. If you cancel more than 7 days before the event, then you will be refunded in full

No refunds will be issued in case of non-attendance. If we must cancel the event for any reason, you will be offered an alternative date or, if a suitable date cannot be arranged, a full refund.

### **Consent to Photography/Filming**



We will never take photographs or videos of you without your written consent and will always respect your privacy.

If, however you are happy for us to share your photographs or videos, we will require you to complete our consent form which are held by classes leaders at our classes. This form is consenting to photography/filming you are deemed to have understood and agreed to the content in the form.

### **Data Protection**

Holistic Wellness Community is committed to processing information in accordance with the General Data Protection Regulation (GDPR). The personal data collected from you (e.g. as provided on your registration form) will be held securely and will be used only:

- To communicate about and run any classes you attend;
- For administrative purposes (e.g. if you have consented to photography and filming);  
and
- If you have consented to this, to send you newsletters.

You have the right to request to see a copy of the information we hold about you and to request corrections or deletions of the information that is no longer required.

You have the right to lodge a complaint against Holistic Wellness Community regarding data protection issues with the Information Commissioner's Office (<https://ico.org.uk/concerns/>).

If you have any questions relating to data protection, please contact [info@holisticwellnesscommunity.org](mailto:info@holisticwellnesscommunity.org)

### **Complaints:**



Complaints can be submitted via email, phone or in person. Make sure to include specific details such as a date, nature of the complaint, and any relevant information.

Upon receipt of a complaint, we will acknowledge it in writing, this acknowledgment will confirm receipt and outline the next steps.

**Other:**

We are not a substitute for professional therapy, and it is not our aim to be a substitute for professional therapy. Our aim is to provide complementary practices to support mental health and wellbeing alongside therapy, helping people build tools for wellbeing in everyday life.

Our Class leaders reserve the right to refuse participation and entry in all our classes, for example but not limited to if you are not wearing appropriate clothing, this is for your own safety.

Here at Holistic Wellness Community, we aim to ensure all class participants can enjoy our classes in a safe way. We ensure the facilities provided are safe and suitable for the class, and we also ensure our class facilitators are DBS checked and are aware of our safeguarding policies.

Due to the nature of our classes, we ask all participants to be respectful of their fellow class attendees, allowing each person to share their experiences and thoughts without judgement, and to also ensure we keep what is shared in the class confidential.

However, if you do hear anything of safeguarding concern in a class, please flag this up with us so we can follow our safeguarding protocols.

We hope that covers most things but if you have any questions then please contact us via email at, [info@holisticwellnesscommunity.org](mailto:info@holisticwellnesscommunity.org) we look forward to seeing you and welcoming you all to the space.



These terms and conditions can also be found at <https://holisticwellnesscommunity.org>