

Terms and Conditions 2019

In this document you will find our full terms and conditions. If you have any queries about the terms of a class, pass, retreat, workshop, course, therapy or product you are purchasing from us please email us or call us as we are more than happy to help.

Below you can find our terms and conditions relating to:

- How we use your personal information.
- Attending a class.
- Memberships and block bookings.
- Introductory and 10 class passes.
- Karma, Bhakti, Jnana and Raja Passes.
- Booking a single class.
- Changes to our timetable and policy.
- Therapy policy.
- Gift vouchers.
- Yoga Course policy.

How we use your personal information

- The Radiant Hand takes your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. Please see below for our Privacy Notice and Data Protection Policy.
- When you create an account with us, we will pass your details to Glofox, to administer your account. Glofox supplies our cloud business management platform and booking apps.
- Any payment details entered on The Radiant Hand website or App are stored by Stripe. No financial data are stored within The Radiant Hand website or App or by The Radiant Hand Limited.
- These companies will not use your details for any purpose (including marketing their own products and services), other than administering your account with The Radiant Hand.
- By creating an account with The Radiant Hand and registering your payment details with us, you agree we may process your data in accordance with these terms. If you wish to delete your details with us at any point, please email us info@theradianthand.co.uk and we will arrange for your details to be deleted.
- From time to time we would like to contact you with details of other classes, courses, retreats, therapies, offers and competitions we provide. We use Mailchimp as a platform for all our emails and Glofox for sending push notifications. We will only contact you in these ways if you consent to this by ticking the relevant box on the registration form. You can change your mind about this at any time by clicking the unsubscribe link in the footer of any email you receive from us, or by contacting us info@theradianthand.co.uk. Your details would then be deleted.

Attendance Policy

- We reserve the right to refuse entry to The Radiant Hand Studio, if we believe that the safety of our clients, staff or premises may be at risk.
- We reserve the right to refuse admission to The Radiant Hand Studio, or to ask someone to leave the premises, if we feel that any of our clients or staff are being subjected to verbal or physical aggression, harassment, intimidation or bullying. People under the influence of alcohol or substances will be refused entry to our classes or therapies.
- You are advised to arrive at least 5 minutes before the start of your class. If you arrive after the class has commenced or after your booked therapy appointment time, admission is not guaranteed and is entirely at the discretion of staff of The Radiant Hand.
- Your personal belongings are left entirely at your own risk. The Radiant Hand, its staff and Directors take no responsibility for the safety of your belongings whilst you participate in any class or therapies appointment at The Radiant Hand.
- No photographs, audio recordings or video recordings are permitted during classes.

Membership and Block Bookings

- Memberships and class passes are charged as per the current advertised prices on The Radiant Hand website and The Radiant Hand App. A class pass payment is a binding contract. Places on classes are allocated on a first-come, first-served basis and therefore cannot be guaranteed.
- When payment is received, you will be issued with class credits, which are valid as described in the Class Pass description. Each credit is equivalent to a single class at The Radiant Hand Studio and is not valid at any other yoga centres or gyms.
- Classes can only be attended by the person named at the time of booking and are non-refundable and non-transferable. Passes are only valid for the period stated at the time of purchase and once your pass has expired it becomes null and void.

Introductory Class Passes and 10 Class Passes

- Bookings for classes open 48 hours before the start of the class and close 2 hours before the class start
- If you have a 10 class pass or an Introductory Class Pass and you are unable to attend any class you have booked you must cancel at least six hours before the class by logging into your account either online or via The Radiant Hand App. You will then be issued with a replacement credit which must be used within the timeframe for which the pass was originally valid. If you do not cancel your booking by the appropriate time or if you do not attend without cancelling, you will forfeit the class.
- In the event of serious illness affecting your class attendance, a doctor's letter will be required stating why you are unable to attend. At our discretion, we may offer you one alternative class to be taken within the same or the following week. If we choose to exercise this discretion, it will only be once per term, however this offer is not guaranteed.

Block Booking Passes (Karma, Bhakti, Jnana and Raja Passes)

- Please email us as soon as possible after you have paid, to let us know which class(es) you would like to attend for the duration of your pass. Places on classes are allocated on a first-come, first-served basis, based on the time of the receipt of your email, so availability on your chosen class cannot be guaranteed even if payment has been made.

- If you cannot attend a class, you must email us as far in advance as possible and **at the latest by 5pm the day before your class** to let us know which class you would like to attend instead (up to the maximum number of swap classes as stipulated by each class pass – Karma Pass: 1 swap class, Bhakti & Jnana Passes: 2 swap classes, Raja Pass: 4 swap classes).
- If you do not email us by this cut-off time or if you have already used the maximum number of swap classes permitted, you will forfeit your class.
- The class you swap to must fall within the dates for which your pass is valid.
- In the event of serious illness affecting your class attendance on a block booking pass, a doctor's letter will be required stating why you are unable to attend. At our discretion, we may offer you one alternative class to be taken within the same or the following week. If we choose to exercise this discretion, it will only be once per term, however this offer is not guaranteed.

For further information, see our Privacy Statement and Data Protection Policy on our website.

Booking a Class on a one-off basis

- Single classes are charged at £14 (classes of 1 hour or less), £16 (classes of 1 and a quarter hours) or £18 (classes of 1 and a half hours) or £7 (Kids Yoga).
- When you make payment, you will be allocated a place on your chosen class at The Radiant Hand Studio.
- Classes can only be attended by the person named at the time of booking and are non-refundable and non-transferable.
- Bookings for single classes open 48 hours before the start time of the class and close 2 hours before the class starts.
- Places on classes are allocated on a first-come first-served basis and therefore cannot be guaranteed.
- If you are unable to attend any class you have booked using a single class payment, you must cancel at least 6 hours before the start of the class. Cancellations can be made online or via The Radiant Hand App.
- If a cancellation is received more than 6 hours before the start of the class, a single class credit will be added to your account, which must be used within the 7 days of the original booking. Credits are equivalent to one class at The Radiant Hand Studio and are not valid at other yoga centres or gyms.
- If you cancel your booking less than 6 hours before the class starts, or if you do not attend without cancelling, you will be charged for the class.
- If you are unable to attend a class at short notice due to extenuating circumstances, at our discretion, we may offer you one alternative class to be taken within the same or the following week. If we choose to exercise this discretion, it will only be once per term, however this offer is not guaranteed.
- In the event of serious illness affecting your class attendance, a doctor's letter will be required stating why you are unable to attend. At our discretion, we may offer you one alternative class to be taken within the same or the following week. If we choose to exercise this discretion, it will only be once per term, however this offer is not guaranteed.
- For further information, please see our Privacy Statement and Data Protection Policy on our website.

Changes to our Policy & Timetable

- We reserve the right to change our policies at any time.
- We reserve the right to change our class timetable for any reason at any time.

- We reserve the right to change our class and therapy prices at any time.
- If a change to either our policy or timetable affects a booking you have already confirmed with The Radiant Hand we will inform you in advance where possible. At our discretion we will contact you to offer alternatives. If none of the alternative options offered are suitable, then your payment will be allocated to the next term and you will be given priority on your chosen classes.
- Should a change in price occur while you have a valid pass with The Radiant Hand we will translate the remaining value of the pass or voucher into a financial value and issue you with a credit note for that amount which can then be redeemed within the period stated on the credit note, against Radiant Hand classes or therapies. No refunds are given.
- Financial concessions cannot be made for any missed classes for any reason including acts of nature as this is beyond the control of either The Radiant Hand or the class or therapy venue.

Therapy Policy

- Therapy prices can be obtained from The Radiant Hand office.
- To make your first booking for a therapy appointment, you will need to make payment when you book, by telephoning the office.
- For subsequent therapy appointments, you can either pay by cash at the appointment or by card at least 24 hours in advance of the appointment.
- If you cancel your booked appointment less than 24 hours in advance of the appointment time, you will pay the full cost of the therapy.
- Payment for any cancelled or missed appointments must be received before you book another therapy appointment with The Radiant Hand.

Gift Vouchers

- Gift Vouchers for yoga classes, therapies and shop can be purchased via The Radiant Hand Office. Please call or email to discuss your gift.
- Gift Vouchers are non-refundable and non-transferable.
- Each Gift Voucher has a specific expiry date, after this date the voucher is null and void.