

TERMS & CONDITIONS

Please be aware that BodyBalance Christchurch may alter the information on this website from time to time and reserves the right to amend these terms and conditions as deemed necessary.

BOOKINGS & CANCELLATIONS

Advance booking is required for all classes. The easiest way to make bookings is through our simple and intuitive Acuity Scheduling online booking system or via the Schedule page of our website. You can also ask any of our instructors to book your next class for you. Bookings open four weeks in advance and close at the class start time. Early cancellations can be made online without charge up to four hours before the class start time. Late cancellations made less than four hours before the class start time and no-shows are chargeable, and the credit used to pay for that class will be forfeited. We cannot guarantee cancellations via text message, Facebook message, email, telephone, or voicemail message if not read or heard within the cancellation window. Online cancellation is the most effective option.

MEDICAL CONDITIONS & INJURIES

All new class members are required to complete our medical screening form prior to taking part, in order that we can ensure your safe participation and provide options which are appropriate to your needs. Our highly trained and dedicated staff have a wealth of knowledge and experience, however are not medically qualified. Whilst we can provide guidance on adaptations for a wide variety of medical conditions and injuries, ultimately the responsibility for your health and safety lies with you and your primary care medical physician and/or medical specialist. We may, when appropriate and with your permission, seek medical guidance to verify your safe participation. We reserve the right to refuse participation at any time if we feel that this will be detrimental to your health and safety. Please inform us immediately of any health changes or injuries so that we can advise you accordingly.

ETIQUETTE

As a consideration to your fellow class members and for your own personal safety, we request that you observe the following class rules:

- Please arrive at least five minutes before the start of the class, in order that we can begin promptly. Latecomers may be refused admission. Please allow extra time if you need to speak with the instructor prior to the class and be mindful that other class members may also need to do so.
- Please bring a yoga mat and blanket with you, as unfortunately we are no longer able to supply these.
- Please bring a bottle of water with you so that you can rehydrate throughout the class.
- Please switch off or activate aeroplane mode on mobile phones to avoid disturbances. Our classes are a peaceful space where everyone can take some time away from modern world stimulation and enjoy simply being present.
- Please avoid chatting during the class as this is very off-putting for the instructor and disruptive to other class members. There is plenty of time before and after class to catch up with friends.
- Please remove all loose-fitting jewellery that makes a noise.
- If you are not staying for relaxation and meditation, please leave the hall quickly and quietly so as not to disturb fellow class members who are choosing to benefit from this important part of the class.
- Chewing gum is not permitted for safety reasons.

CLASS PASS CREDIT

Class pass credit is valid for 12 months from the date of purchase and can be shared with a family member or friend. To benefit from the discounted rates offered, class passes must be purchased in advance of the first class for which the credit is to be used, or the pay-as-you-go rate will apply. All class passes and pay-as-you-go credit are **non-refundable**, however may be transferred to a friend or family member if you find that you are unable to use the credit yourself. Class passes will only be extended in extenuating circumstances. If you are concerned about your credit expiring before you will be able to use it, please get in touch with us at the earliest opportunity. Credit in the last month of its validity or purchased as part of a special offer will not be extended.

PRODUCTS

BodyBalance Christchurch retails a range of premium quality relevant fitness products and nutritional supplements, although does not hold these in stock and will therefore order them for you as required.