



The Body & Mind Place Limited

Cancelation and Returns Policy

Services

Classes

If you paid for a single class booking, it can be cancelled up to 30 minutes in advance only online. If you paid by class pass, your class will be credited back to your account.

Any cancellations made within 30 minutes of the class start time will not be credited back to your pass or refunded.

Private Sessions

If you paid for a single private session booking, it can be cancelled up to 60 minutes in advance only online. If you paid by class pass, your private session will be credited back to your account.

Any cancellations made within 60 minutes of the private session start time will not be credited back to your pass or refunded.

Workshops/Programmes/Events

For workshops, programmes and events we can only provide a refund (minus a 10% admin fee) for cancellations made more than 28 days before the start date. For cancellations less than 28 days before the course or workshop there will be no refunds or transfers unless:

- the workshop is full and your place can be filled from a waiting list, or
- you are sick/injured/pregnant and can provide a doctor's note

In these cases we will refund the fee, minus a 10% admin fee. All clients are asked to agree to The Body and Mind Place terms and conditions upon booking a course or workshop

If a workshop, programme or event is cancelled you will be offered either a cash refund or the option of being transferred to an alternative event

Goods

Cancelling Goods

In accordance with the Consumer Contract Regulations, you have 14 days from the first day that you receive the goods to return them. Should you decide to return your order within 14 days, we will refund you in full for the item(s). Your refund will be processed once the goods have returned to The Body and Mind Place.

Returning Goods

If you're unhappy with your purchase, please let us know as soon as possible and return within 30 days of purchase.

All returned items must be unused and in their original condition with labels attached. Yoga mats, props and all equipment must be in their original cellophane and/or branded wrapper for returns to



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be accepted. If any products have been removed from their wrapper, we are unable to accept a return. Any rejected returns cannot be reshipped and will be destroyed upon receipt.

Good are not posted, but handed out at The Body and Mind Place studio. It is your responsibility to return the goods back to The Body and Mind Place Studio.

Returns can only be refunded to the person who originally placed and paid for the order, and the refund can only be processed back to the same payment method.

Refunds can take up to 14 days after receipt of the return.