

Cancellation Policy

Classes

- Cancellations: classes can be cancelled up to 4-hours before the start time and will be credited back to your Ánimo Yoga account.
- Late cancellations: any cancellation made within 4-hours of the class start time will not be credited or refunded. For unlimited members, late cancellations will incur a £14 fee.

Workshops

- Cancellations: workshops can be cancelled up to 48-hours before the start time and will be credited back to your Ánimo Yoga account.
- Late cancellations: any cancellation made within 12-hours of the class start time will not be credited or refunded.
- You can transfer your Workshop booking to another person at no extra charge.

Courses

- Cancellations: workshops can be cancelled up to 48-hours before the start time and will be credited back to your Ánimo Yoga account.
- Late cancellations: any cancellation made within 48-hours of the class start time will not be credited or refunded.
- You can transfer your Course booking to another person at no extra charge.

Terms and Conditions

Classes

- Our classes are non-refundable, non-transferable to others and can have strict expiration dates and cancellation windows.
- Our Community Classes are donation based. Recommended donation is £5, but there is no obligation to pay this. All donations will be given to charity.

Class Passes

- Class Passes are non-refundable and non-transferable to other people.
- Our 10 Class Passes have a 4-month expiry date from date of purchase.
- Classes will automatically be deducted from your class pass. You can find the remaining number of classes you have on your MindBody application or by asking at the studio.
- Class passes are not valid for Workshops, Courses or other events.

Unlimited passes

- Passes are non-refundable and non-transferable to other people.
- Our Unlimited Memberships have a minimum 3-month contract.
- After the initial 3-month period, memberships will auto-renew – they can be cancelled at any time, giving 1 months' notice.
- Unlimited memberships do not include Workshops, Courses or other events.

Introductory offers

- Introductory passes are valid ONCE per person and expire 14 days from date of purchase – they cannot be extended or transferred to another person.
- First class offer is valid ONCE per person on their first visit to our studio and cannot be extended or transferred to another person.

Promotions and discounts

- 10% student discount is available upon request on class passes and memberships. This discount does not apply to drop-in purchases.
- Promotions cannot be combined or backdated.

Bookings

- We recommend booking in advance, especially for peak-time classes – we are unable to exceed the studio capacity for any reason.
- You may book your class in advance online, via Mind Body or in the studio.
- You may cancel a pre-booked class up to 4-hours before the start time. Please see our Cancellation Policy.

Private classes

- We have a strict 48-hour cancellation policy for all private classes. If you do not cancel before this window, you will be charged the full fee.

Attendance

- Please arrive at least 10 minutes before the class time.
- If you arrive after the start time, you may be refused entry. In the case of 'no-shows', places will be opened to drop-in/waitlist 2 minutes before the class starts.

- Please treat our staff and other students with respect. We reserve the right of refusal.

Our website

When using our website, you agree:

- To seek our written permission before creating links to it, or using copy of content in any way.
- That any material you provide us with (via digital or hardcopy) can be used by us unlimited and royalty free.
- That you have read and comply with our Terms and Conditions.

Anyone infringing on the aforementioned terms could be excluded from the use of our website.

Data and cookies

We're committed to complying with the General Data Protection Regulation and the Data Protection Act 2018. We will never share your data with anyone else.

When submitting your personal data to us, you agree that:

- Any information we hold about you can be held on computer and/or paper files
- You have the right, at any time, to request a copy of the information we hold about you

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