



Terms and Conditions

Please see below the Terms and Conditions that you agree to by attending our classes and registering with ONE Wellness Group Ltd.

1. All class registrations must be completed online prior to attending a class and payment made via our chosen payment methods. Once payment has been received, we will send you the booking confirmation.

2. Class packages and memberships are nonrefundable and have expiration dates as stated below which will not be credited if expired.

Single Pass and 5 Class Blocks have a 3-month expiration from date of purchase.

10 and 20 Class Blocks have a 6-month expiration from date of purchase. In special circumstances we may offer extensions if you contact the studio with valid reasons.

3. Membership payments will be taken upon registration and taken every 30 days thereafter. If you would like to cancel, please do this at least 72 hours prior to the next scheduled payment.

4. If you terminate a fixed membership prior to its agreed end date, it is up to the discretion of the studio to restrict or refuse any future bookings

5. We have a strict 12-hour cancellation policy, if you do not cancel before the cancellation window you will be charged for the session. As for members if you fail to cancel this class within the cancellation window, three or more times you will be unable to book for 1 month.

All classes that are cancelled within this time frame will have their class pass credited to their account; however, we do not offer refunds.

We have the right to cancel classes/workshops at any time due to unforeseen circumstances in this case you will be contacted, and your class pass will be credit onto your account.

6. If you are booked onto the waitlist and a space becomes available, you will be automatically added to the class. If you are then unable to attend that class, please contact the studio as soon as possible.

7. Respectful behavior is always expected and disruptive behaviors may result in removal from the class and or studio.

8. Please aim to arrive 15 minutes before the class starts to allow yourself enough time to get prepared. The doors we be locked when the class starts, and entry will be denied after this time and considered a no show.

9. For the safety and security of all clients, staff, and property, a security camera has been installed in the studio. The camera is used solely for security purposes and is positioned to monitor general activity within the space.

By entering the studio premises, you acknowledge and consent to being recorded on video. All footage is stored securely and will only be accessed in the event of a security concern and may be provided to authorities if required.

10. ONE Wellness Group Ltd reserves the right to update these terms and conditions at any time.

Please do not hesitate to contact us if you have any questions on the above.

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Phone: 07783 763319