

Terms & Conditions

Even though "Goga" is a relatively safe activity, as it is a new regime of both animal therapy and exercise, those participating must accept full responsibility for any accidents, incidents or injuries that occur. We would like to remind participants that:

- A. Goga Yoga Studio and the *farm attraction will not be held liable for an incident, accident or injury that may occur during any class or event.
- B. Attendees must be 6 years and over to participate in a class or event. Any children under the age of 16 must be accompanied by a paying adult.
- C. We advise any person with known medical conditions to seek advice from a medical professional before taking part in a class or event.
- D. We advise ladies who are, or may be, pregnant to seek professional medical advice before they participate in Goga. If they choose to participate it is entirely at their own risk.
- E. Attendees are solely responsible for the condition of their own yoga equipment and belongings they bring to the *farm. Mats are provided and included in the booking fee.
- F. It's important to remember that contact with farm animals carries a risk of infection because of the germs they naturally carry. Attendees understand that they may be at risk of bacteria such as E-coli and Cryptosporidium which live in the gut of farm animals. These harmful bacteria can get accidentally passed to your mouth by putting hands on faces or fingers in mouths before washing them thoroughly.
- G. Attendees agree to practice good hygiene when visiting the farm and will thoroughly wash their hands with soap and water after the class has finished. Attendees agree to not touch their face or mouth or eat before washing their hands.
- H. Goats are not litter trained and so may go to the toilet on you and or the yoga equipment. You agree notify the teacher or animal handler for assistance, if needed.
- I. If the goats decide to chew hair, clothes or yoga equipment, you agree to gently and respectfully move them away from your personal space and notify the teacher or animal handler who will happily assist you.

*Farm attractions include Cherry Tree Farm and Deen City Farm.

Refund and Cancellation Policy

All classes and events are non-refundable and non-transferable. If your teacher cancels, Goga Yoga Studio will do their best to reschedule your booking. If for whatever reason we are unable to do this, we will offer the participant a full refund or off to move the booking to an alternative date, subject to availability.

Sickness Policy

Please do not attend class if you are feeling unwell and or have tested positive for COVID-19 on the day of your class. Even though we may be outside, in the event of wet weather we may move the class inside to a confined space. Unfortunately, we cannot offer refunds or exchanges in the case of cancellation due to illness.

Privacy & Personal Data Policy

1. How do we collect information from you?

We collect information from you when you use our website, for example, when you contact us about products and services, make a booking or subscribe to our email list for marketing and promotional information. We also collect this data when bookings are made by telephone or email.

2. What type of information is collected from you?

The personal information we collect may include your name, address, email, contact number, IP address and information on what pages you accessed and when. If you make a payment online, we do not hold your card information. This is collected by our third-party payment processors (Squarespace), who specialize in the secure capture and processing of online transactions.

3. How is your information used?

The data collected is used for the legitimate use it was given for, e.g. for the service or product you choose to receive from us or information on our services you have asked to receive. Your personal information will not be shared with any third parties. We may use your information to:

- a. Process orders you have submitted.
- b. Carry out our obligations arising from any contracts entered by you and Goga Yoga Studio.
- c. Send you marketing and promotional information on Goga Yoga products and services.
- d. Forward your details to Government Agencies such as DEFRA if required by law.
- e. Keep records on animal movements in accordance with DEFRA policy.

4. How long do we keep your information for?

If you have consented to marketing and promotional material, we will keep your information until you opt-out of such communications.

5. Your rights in relation to your personal data

Under the GDPR, you have the right to access and control your personal data. You have the following rights with respect to your data:

- a. Access your personal information.
- b. Correction and deletion.
- c. Withdrawal of consent (if processing data on condition of consent).
- d. Data portability.
- e. Restriction of processing and objection.
- f. Lodging a complaint with the Information Commissioner's Office.

6. Access and Opt-out rights

With respect to the information Goga Yoga possesses about you, you have the rights of access, rectification, erasure and restriction. You also have the right to object to processing. You may exercise any of these rights by contacting Georgina at gogayogastudio@gmail.com.

7. Information Security

Goga Yoga maintains suitable safeguards, including reasonable physical, administrative and technical safeguards to protect its database from unauthorized access, disclosure alteration or destruction.

8. Changes to this privacy policy

Goga Yoga reserves the right to make changes to this privacy statement and will publish a revised privacy policy that reflects such changes as required by law.