



## Holistic Wellness Community Class Terms & Conditions

### **Address:**

Hut [3, Tilgate Drive, Crawley, RH10 5PH.](#)

Here is the google maps link:

<https://maps.app.goo.gl/jWKoh8RYCYaAzbre6>

We are just off K2 entrance, If you come from the K2 entrance, once you go over the bridge, it will be the first yellow metal framed entrance to the tilgate huts and the hut is just at the top of the small hill.

### **Parking:**

Parking is free on this lot and all around the huts, so park anywhere appropriately. There is also a free car park located 1 min walk away on Tilgate drive

### **Weather**

We run Forest Bathing outdoors and Meditation Classes indoors, we aim to run our classes in all conditions except for high winds, lightning, or other extreme weather (where it would not be possible to keep participants comfortable and/or safe). If we do need to cancel a session, we aim to give you as much advance notice as possible, and where possible offer an alternative mediation class in our indoors premises.

### **Clothing and Equipment**

#### *Indoor classes:*

Comfortable clothing is advised, so you can just be and not be restricted. An important aspect of our classes is that it is a safe space where you can feel comfortable and able to relax without feeling restricted in your clothing. Layers are advised so you can add or remove as your temperature changes (during meditations, our body temp tends to drop).

You're welcome to bring whatever is comfort for you, your favourite blanket, a oodie, slippers, fluffy socks, etc.

#### *Indoor Seating:*

We will be laying on the floor on yoga mats. Please note we provide yoga mats, covers and pillows, we regularly clean our yoga mats and covers, if you would like to wipe over these before using them, please do help yourself to the antibacterial wipes and antibacterial spray in kept in the cupboard with the blankets. Alternatively, you are very welcome to bring your own yoga mat and cover if this will be more comfortable for you.

During the class it is encouraged to lay down on the yoga mats for this. With this in mind, please let me know if you have any physical ailments, conditions or requirements where sitting on the floor will be uncomfortable, so we can provide a chair or anything that is needed to improve your comfort.

#### *Outdoor Classes:*

Please make sure you wear appropriate footwear and clothing for being outside and for the weather conditions and time of year, we recommend long trousers and tops with sleeves and walking shoes or similar with good grip and ankle support ideally waterproof.

#### *Outdoor Seating:*

**We provide logs only, therefore for Forest Bathing you will need something waterproof and comfortable to sit on such as a cushion, yoga mat, blanket, plastic shopping bag or light fold up chair.** Please note the floor or log areas underfoot may be wet, so bring things to keep yourself comfortable, warm and dry. Your body temperature can significantly reduce as we move slowly in the forest and stop regularly so bring extra layers of clothing and a coat. Please also bring water and sun protection if required, and any food or medications you might need.

#### **Possible risks**

Potential physical risks of doing Forest Bathing and being outside are with the walking and breathing exercises, and certain natural hazards (e.g. please be aware of roots, branches).

All our classes can be emotional, you may find that certain emotions surface during the exercises. Please be reassured this is a normal reaction and happens when our bodies relax and release tension. If you have any concerns, please do raise these with our class leader.

**Inclusion:**

We aim to make our classes as inclusive as possible, our indoor hut has wheelchair access, and we have a ramp available if required.

We work hard at being inclusive for everyone and have created a low arousal environment, taking into consideration all our senses for example lighting, sounds and smell to help ease and relax. Please see our website for video of our premises which you may find helpful.

In addition, you are welcome to inform us ahead of the class if you have any accessibility requirements, injuries or allergies we should be aware of.

**Medical conditions/medications/pregnancy**

If you are in the first trimester of pregnancy, we advise that you wait to join one of our events. If you would like to attend during this time, please provide written confirmation from your medical team that they are happy for you to take part.

If you have any medical conditions or health-related concerns, or are on a prescribed medication, please see your GP and discuss attending with them. If you currently experience or have a history of serious health issues (including mental health issues, operations, medical procedures, seizures, implants, special needs, severe allergies etc), please let us know so that we can look after you properly.

**Our Approach to Working with Young People**

Our classes are aimed for adults aged 18 years and over, we do not deliver unsupervised classes directly to young people under the age of 18 years of age.

However, from time to time, we may run events where young people under the age of 18 years of age may attend with their parent, guardian or carer. In this instance the young person remains the full responsibility of the young person's parent, guardian or carer and the young person is not to be left unsupervised at any time, details of which can also be found in our safeguarding policies.

At times we may run pre-arranged events for outside agencies where young people may attend. In this instance the young people remain the full responsibility of the agency and

must not be left unsupervised at any time. In this instance we require sight of the agencies safeguarding policies and procedures before attending or agreeing any event.

### **Refund Policy**

Please note that we only refund events no later than 7 days prior to the start of the event. If you cancel more than 7 days before the event, then you will be refunded in full

No refunds will be issued in case of non-attendance. If we must cancel the event for any reason, you will be offered an alternative date or, if a suitable date cannot be arranged, a full refund.

### **Consent to Photography/Filming**

We will never take photographs or videos of you without your written consent and will always respect your privacy.

If, however you are happy for us to share your photographs or videos, we will require you to complete our consent form which are held by classes leaders at our classes. This form is consenting to photography/filming you are deemed to have understood and agreed to the content in the form.

### **Data Protection**

Holistic wellness Community is committed to processing information in accordance with the General Data Protection Regulation (GDPR). The personal data collected from you (e.g. as provided on your booking) will be held securely and will be used only:

- To communicate about and any classes you attend;
- For administrative purposes (e.g. if you have consented to photography and filming);  
and
- If you have consented to this, to send you, our newsletters.

You have the right to request to see a copy of the information we hold about you and to request corrections or deletions of the information that is no longer required.

You have the right to lodge a complaint against Holistic wellness Community regarding data protection issues with the Information Commissioner's Office (<https://ico.org.uk/concerns/>).

If you have any questions relating to data protection, please contact [info@holisticwellnesscommunity.org](mailto:info@holisticwellnesscommunity.org)

**Complaints:**

Complaints can be submitted via email, phone or in person. Make sure to include specific details such as a date, nature of the complaint, and any relevant information.

Upon receipt of a complaint, we will acknowledge it in writing, this acknowledgment will confirm receipt and outline the next steps.

**Other:**

Our Class leaders reserve the right to refuse participation and entry in all our classes, for example but not limited to if you are not wearing appropriate clothing, this is for your own safety.

Here at Holistic Wellness Community, we aim to ensure all class participants can enjoy our classes in a safe way. We ensure the facilities provided are safe and suitable for the class, and we also ensure our class facilitators are DBS checked and are aware of our safeguarding policies.

Due to the nature of our classes, we ask all participants to be respectful of their fellow class attendees, allowing each person to share their experiences and thoughts without judgement, and to also ensure we keep what is shared in the class confidential.

However, if you do hear anything of safeguarding concern in a class, please flag this up with us so we can follow our safeguarding protocols.

If you need any further information or have any questions, please contact us at: [info@holisticwellnesscommunity.org](mailto:info@holisticwellnesscommunity.org)

These terms and conditions can also be found at [Holistic Wellness Community](#)