



Feel Good Hub – Terms and Conditions

Definitions

Class: A single scheduled session of yoga, Pilates or a similar activity.

Course: A series of classes or sessions booked as a package.

Workshop: A one-off event or session, typically longer or more specialised than a class.

Refund and Cancellation Policy

At Feel Good Hub, we understand that life sometimes changes our plans. We strive to accommodate our clients' needs while maintaining the sustainability of our offerings. Please take a moment to review our cancellation policy below.

Classes

Late Arrival: If you arrive later than 5 minutes before the class start time and the downstairs shop door is already locked, you may be charged in full. This is to avoid disruption to clients and teachers upstairs.

Cancellations (more than 24 hours' notice): You will receive a refund in the form of one class pass credited to your account. This credit will be valid for the existing pass length.

Cancellations (less than 24 hours' notice): If there is a waitlist in operation, and we do not fill the space the full class fee will be charged and no refund or credit will be issued.

No-shows: Clients who do not attend a scheduled class without prior notice will not be eligible for a refund or credit.

Courses

Cancellations (more than 2 weeks before start date): Full refunds are available.

Cancellations (within 1 weeks): Refunds are not available unless due to a medical reason. Please email us at info@hellofeelgoodhub.co.uk to discuss your circumstances.

Please Note: It is the client's responsibility to ensure that all course dates are suitable before booking. We do not offer partial refunds or price reductions for missed sessions.

No-shows: Clients who do not attend a scheduled course without prior notice will not be eligible for a refund or credit.



Workshops

Cancellations (more than 1 week before the event): Refunds are available. Please contact us by email at info@hellofeelgoodhub.co.uk.

Cancellations (within 1 week): Refunds are not available.

No-shows: Clients who do not attend a scheduled workshop without prior notice will not be eligible for a refund or credit.

Exceptions

In case of emergencies or unforeseen medical circumstances, we may consider exceptions to the above policies on a case-by-case basis. Please contact us via email at info@hellofeelgoodhub.co.uk as soon as possible.

General Terms and Conditions

Personal Belongings

Feel Good Hub is not liable for any lost, stolen or damaged belongings left within the premises during your visit.

We are also not responsible for any damage to vehicles parked around the venue.

Shared Space

We proudly share our space with Hedgehog Organics (located downstairs). On occasion, you may hear noise from the shop. We appreciate your understanding and welcome feedback.

We kindly ask all visitors to be respectful of Hedgehog Organics' property while entering or exiting the premises. Should you experience any issues, please contact us at: info@hellofeelgoodhub.co.uk.

Pregnancy

We aim to offer a high-quality, safe and enjoyable experience. If you are pregnant, please inform us in advance. Not all of our teachers or facilitators are trained in pregnancy-specific yoga or Pilates.



If we feel that your needs would be better served by a specialist, we may advise that you seek a teacher trained in pre- and post-natal instruction. This is to ensure your safety and wellbeing, and we appreciate your understanding.

Additional Needs

If you, or someone attending with you (e.g., child or relative), have any additional needs, please notify us at least 7 days in advance of the class, course, or workshop.

Email us at info@hellofeelgoodhub.co.uk so we can discuss how best to support you and consult the relevant teacher or facilitator.

Right to Refuse Service

Feel Good Hub reserves the right to refuse service or access to classes, courses or workshops at our discretion, especially in cases of inappropriate or disruptive behaviour, or if we believe it may compromise the safety or comfort of others.

Force Majeure

Feel Good Hub shall not be held liable for any failure or delay in performing our obligations due to events beyond our reasonable control. This includes but is not limited to natural disasters, extreme weather, strikes, government restrictions, or other unforeseen events.

Data Protection

Feel Good Hub will not share your personal details with third parties. Please refer to our Privacy Notice for more information regarding how we store and process your personal data.

Contact Us

For any queries or concerns regarding our terms, cancellation policy, or your visit, please contact us at: info@hellofeelgoodhub.co.uk