

Health Members with low/high blood pressure and/or cardiac irregularities should not attend class until they have written permission from their doctor. If there is any doubt, the Member should consult his doctor. Members must notify the Studio of any circumstances affecting their health, which may be exacerbated through continued use of the Studio. Important Liability Statement The information available on or through this Site, and the Services supplied via or in connection with this Site or at the Narali Yoga studio do not constitute medical advice and it is your responsibility to determine, through obtaining appropriate medical advice, that you are fit and well and that such contents and services are suitable for you. It is not our responsibility to do so. Before commencing any exercise regime, you should consult your doctor. In consideration of Narali Yoga accepting a person as a Member, the Member agrees that: Neither Narali Yoga, nor its partners, instructors and employees are responsible for any injuries suffered by the member caused whole or in part by the Member's failure to faithfully follow the instructions of the instructor or by any physical impairment of mine not fully disclosed to the Studios in writing. It is also vital that you supply us with correct information about yourself. We cannot be liable for any incorrect information supplied by you to us. We try to make sure that all information contained on this web site (and provided by us to you as part of any Services or Products) is correct, but, subject to the paragraph below, we do not accept any liability for any error or omission and exclude all liability for any action you (your legal representatives, heirs) may take or loss or injury you may suffer (direct or indirect including loss of pay, profit, opportunity or time, pain and suffering, any indirect, consequential or special loss, however arising) as a result of relying on any information on this web site or provided through any Service supplied by us to you.

Neither Narali Yoga, nor its partners, instructors and employees are responsible for loss or damage to a Member's personal belongings. Narali Yoga reserves the right to change the class schedule, including cancellation of individual classes and change of instructor without notice You, your legal representatives and your heirs release waive, discharge and covenant, not to sue NArali Yoga and its instructors for any injury or death caused by their negligence or other acts.

1. In consideration of participating the yoga class/fitness class, I agree and acknowledge that I am fully aware that participation in the Activity involve risks and I accept all the risks of participating, even if the risks are created by the carelessness, negligence or gross negligence of a Released Party (as defined below) or anyone else.

2. "Claims" includes but is not limited to any and all liabilities, claims, demands, legal actions, rights of actions for damages, personal injury or death in connection with participation in the Activity. "Released Party" means Narali Yoga or any of its affiliates, franchisees and their respective representatives, directors, officers, agents, employees or volunteer staff.

## LIABILITY WAIVER

3. I agree and acknowledge that: a. I am in proper physical condition to participate in the Activity, and am aware that participation could, in some circumstances; result in physical injury, serious physical injury or death. b. I understand my physical limitations and am sufficiently self-aware to stop physical activity before I become ill or injured. c. I am aware that if the Activity occurs outdoors, the streets adjoining the area of the Activity are open to regular vehicular traffic during the Activity and I will obey all traffic laws and regulations.

4. I accept full responsibility for any product or technology loaned to me as part of participation in this Activity and commit to return the same in good working order.

5. I hereby, for myself and for my heirs, next of kin, executors, administrators and assigns, fully release, waive and forever discharge any and all rights or Claims I may have, now or in the future, against any Released Party, even if the Claims are based on the carelessness, negligence or gross negligence of a Released Party or anyone else. Without limiting the foregoing, I further release any recourses which I may now or hereafter have resulting from any decision of any Released Party.

6. I agree not to sue any Released Party for Claims, even if the Claims arise from the carelessness, negligence or gross negligence of any Released Party or anyone else. I agree to indemnify (reimburse for any loss) and hold harmless each Released Party from any loss or liability (including any reasonable legal fees they may incur) defending any Claim made by me or anyone making a Claim on my behalf, even if the Claim is alleged to or did result from the carelessness or negligence of any Released Party or anyone else.

7. I am aware that there is no obligation for any person to provide me with medical care during the Activity. I understand and acknowledge that: a. There may be no aid stations available for the Activity. b. If medical care is rendered to me, I consent to that care if I am unable to give my consent for any reason at the time the care is rendered.

8. I am aware that it is advisable to consult a physician prior to participating in the Activity. If I have consulted a physician, I have taken the physician's advice.

9. I grant my permission to the Released Party and any transferee or licensee or any of them, to utilize any photographs, motion pictures, videotapes, recordings and other references or records of the Activity which may depict, record or refer to me for any purpose ("Likeness"), including commercial use by the released parties, their sponsors and their licensees.

9. This permission is for use anywhere in the world and on the Internet and for an unlimited period of time. I understand and agree that I will not be compensated or receive additional consideration for consenting to the use of my Likeness and that I will not be given a chance to receive, inspect or approve the promotional or marketing material, messages and/or content that may use my Likeness.

## LIABILITY WAIVER

10. No warranties or representations have been made to me about the Activity which are not stated on this form. I understand and intend that this document act as the broadest and most inclusive assumption of risk, waiver, release of liability, agreement not to sue and indemnity.

11. If any provision of this agreement shall be unlawful, void or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions.

12. I have fully read and understand this agreement. I am aware that by signing this agreement, I am waiving certain legal rights I or my heirs, next of kin, executors, administrators and assigns may have against the Released Party.

Please Note:

We do not allow under 16's to attend classes.

We do not allow anyone pregnant at any stage of their pregnancy to attend classes.

## ASSUMPTION OF RISK & LIABILITY STATEMENT

Assumption of Risk and Release of Liability I, the participant have enrolled to be able to attend classes at Narali Yoga. I recognise that the classes may involve strenuous physical activity including, but not limited to, muscle strength and endurance training, cardiovascular conditioning and training, and other various fitness activities. I hereby affirm that I am in good physical condition and do not suffer from any known disability or condition which would prevent or limit my participation in this exercise program.

I, the participant, acknowledge that my enrolment and subsequent participation is purely voluntary and in no way mandated by Narali Yoga. I am not obligated to perform nor participate in any activity that I do not wish to do, and that it is my right to refuse such participation at any time during my training session. I understand that should I feel light-headed, faint, dizzy, nauseated, or experience pain or discomfort, I am to stop the activity. I, the participant, am aware that there are significant risks involved in all aspects of athletic activities and physical training.

These risks include, but are not limited to: falls which can result in serious injury or death; injury or death due to negligence on the part of myself, my training partner, or other people around me; injury or death due to improper use or failure of equipment; strains and sprains. I am aware that any of these above mentioned risks may result in serious injury or death to myself and or my partner(s). In consideration of my participation in this program, I hereby release Narali Yoga and its principals, agents, employees, trainers, and volunteers from any claims, demands, and causes of action as a result of my voluntary participation and enrolment.

I, the participant specified below, fully understand that I may injure myself as a result of my enrolment and subsequent participation in this program and I hereby release Narali Yoga and its agents from any liability now or in the future for conditions or injuries that I may obtain.

These conditions and injuries may include, but are not limited to, heart attacks, muscle strains, muscle pulls, muscle tears, broken bones, shin splints, heat prostration, trauma, anxiety, fears, injuries to knees, injuries to back, injuries to foot, or any other illness or soreness that I may incur, including death. Emergency Medical Services

I, the participant specified below, give permission for Narali Yoga staff and trainers to seek emergency medical services for me should I become injured or ill, with the understanding that I am responsible for any expense incurred. If I am signing on behalf of a minor child, I also give full permission for any person connected with Narali Yoga to administer first aid deemed necessary, and in case of serious illness or injury, I give permission to call for medical and or surgical care for the child and to transport the child to a medical facility deemed necessary for the well being of the child. Indemnity

I, the participant, accept financial responsibility for any injury that I may cause either to myself or to any other participant due to my negligence. I further agree to indemnify and hold harmless Narali Yoga, their principals, agents, employees, trainers, and volunteers from liability for the injury or death of any person(s) and damage to property that may result from my negligent or intentional act or omission while participating in Important Note: I am aware that this agreement is ongoing and will apply to all future occasions I participate in athletic activities and training with or at the direction of Narali Yoga.

This agreement shall be binding upon me, my successors, representatives, heirs, executors, assigns, or transferees. If any portion of this agreement is held invalid, I agree that the remainder of the agreement shall remain in full legal force and effect. I have read and understand the above statements. I understand that by signing by way of tick box it obligates me to indemnify the parties named for any liability for injury or death of any person and damage to property caused by my negligent or intentional act or omission.

## CANCELLATION POLICY

Classes are always subject to availability but at Narali Yoga we will always do our best to accommodate you in your chosen class.

All classes must be prepaid and all clients agree to our 24hr notice policy when cancelling and/or rescheduling. So if you're booked into a class, but miss it or cancel with less than 24 hours notice, you will be issued with a late cancellation notice. If you are a PAYG member this means that you forfeit your pass for the session. Unlimited members and those on introductory class passes will be charged £7 if two or more classes are missed or late cancelled within a 10 day rolling period. Out of consideration for the trainer and class members, and also for your own safety (the warm-up is an important aspect of each class) please be aware that if you don't arrive at least 5 minutes prior to class start time your place may be given away.



## PURCHASE POLICY

By clicking place order you confirm you have read and accepted our terms and conditions. Including our late cancellation Policy:

If you're booked into a class, but miss it or cancel with less than 24 hours notice, you will be issued with a late cancellation notice. If you are a PAYG member this means that you forfeit your pass for the session. Unlimited members and those on introductory/unlimited class passes will be charged £7 if two or more classes are missed or late cancelled within a 10 day rolling period.

## RETURNS & REFUNDS

Courses which are sold in blocks of 1, 5, 10, 20 unlimited or such other combinations as Narali Yoga may introduce. The Client Shall not transfer sessions to any other person or permit them to be used by anyone other than the Client. Any assignment, transfer or disposal of courses is at the sole discretion of the directors and may only be permitted in exceptional circumstances. Class fees are non refundable. Class fees may be increased at any time. The Proprietor shall give the Clients not less than 14 days notice prior to any such increases. Details of class times at the Studio may vary from time to time. Classes will be published by the Studio and will be available at the Studio or on our Website(s).

# Terms of Use

In order to proceed, you must agree with the following rules:

## 1. The Service

1.1 Narali Yoga is an in person and online service that provides its members with yoga and fitness classes at it's approved venues. Narali yoga also provides online coaching, access to exercise videos streamed over the internet (both live and on-demand), via the Narali Yoga Zoom meeting room.

1.2 Availability and quality of the streamed online coaching sessions and live classes may vary from computer to computer and may be affected by available bandwidth and speed of internet connection. We give no warranties of the quality of your watching experience. You are responsible for all internet access charges.

1.3 We reserve the right to make changes from time to time and without notice to the way in which we operate the service.

## 2. Billing

2.1 Membership to Narali Yoga is available via registration process and pre-payment for classes/services via MindBody

## 3. Cancellation

3.1 Classes cancellations are not eligible for refunds, however if you are unable to attend your scheduled session, this session may be transferred to another time. Narali Yoga reserves all rights to dictate the time and method of teaching to be delivered of re-scheduled classes.

3.2 If you're booked into a class, but miss it or cancel with less than 24 hours notice, you will be issued with a late cancellation notice. If you are a PAYG member this means that you forfeit your pass for the session. Unlimited members and those on introductory/unlimited class passes will be charged £7 if two or more classes are missed or late cancelled within a 10 day rolling period.

## 4. Physical Activity Readiness Questionnaire (PAR-Q)

4.1 You acknowledge and agree that you are responsible for your own health and safety at all times, and that you have been assessed by a medical expert (e.g. your GP/Doctor) who has given you consent to partake in physical activity.

4.2 You acknowledge and agree that you are responsible for continuously updating your medical consent through regular assessment in the form of a fitness appraisal by a medical expert (independent and unrelated to Narali Yoga), in particular when choosing a new workout, video or exercise programme to follow.

4.3 You acknowledge and agree that Narali Yoga and the instructions provided (via written, audio and/or visual) are for general guidance purposes only and should not replace or super-exceed the advice given to you by your own medical expert (e.g. your GP/Doctor). Should you choose to ignore medical advice, you do so at your own risk and Narali Yoga (its employees and freelance instructors) shall hold no liability for damage and/or injury caused.

4.4 If you are planning to become much more physically active than you are now, you agree that points 4.4.1 to 4.4.7 are correct. If you disagree with any point, it is insisted that you seek medical consent before partaking in any physical activity and you agree to do so. If you are between the ages of 15 and 69, the PAR-Q points will tell you if you should check with your doctor before you start. Narali Yoga is not recommended for people under 18 years of age without the supervision of a parent or guardian, who hold sole responsibility and liability and agree to conform to the same mandatory guidance in ensuring physical readiness to partake. If you are over 69 years of age, check with your doctor regardless. Common sense is your best guide when you answer in relation to yourself these points. Please read the following points carefully and answer each one honestly:

4.4.1 Your doctor has never said that you have a heart condition and has never said that you should only do physical activity recommended by a doctor.

4.4.2 You have never felt pain in your chest when you have partaken in physical activity.

4.4.3 In the past month, you have not had chest pain at anytime.

4.4.4 You have not lost your balance because of dizziness and you have never lost consciousness.

4.4.5 You do not have a bone or joint problem that could be made worse by a change in your physical activity.

4.4.6 Your doctor is not currently prescribing drugs (for example, water pills) for your blood pressure or heart condition.

4.4.7 You know of no reason why you should not do physical activity.

4.5 As a precaution, regardless of your agreement to points 4.5.1 to 4.4.7, but especially if you disagree, you agree to talk to your doctor by phone or in person BEFORE you start becoming much more physically active. You agree to tell your doctor about this PAR-Q and the points you disagreed with. You may be able to do any activity you want - as long as you start slowly and build up gradually. Or, you may need to restrict your activities to those which are safe for you. You agree to talk with your doctor about the kinds of activities you wish to participate in and follow his/her advice.

## 5. Privacy Policy & Trusted 3rd Party Partners

5.1 You agree to allow Narali Yoga to send you direct emails in the form of tips, advice and special offers including information about official partners.

5.3 You may unsubscribe from any communication at any time

5.4 To register with Narali Yoga you will have had the mandatory opt-in of terms of service and the non-mandatory opt-in of marketing communication, and therefore these terms are for your reference

5.5 In accordance with European General Data Protection Legislation ("GDPR") and local applicable laws, this Privacy Notice provides you information on how adidas collects, uses, protects, keeps, shares and deletes (collectively, we call it "process" or "processing" in this Privacy Notice) your personal details. We also provide you information about how you can contact us to exercise your rights under local law.

## 6. Liability for Contents

6.1 We are providing this site on an as-is basis and make no representations or warranties of any kind with respect to this site or its contents and disclaim all such representations and warranties. In addition, we make no representations or warranties about the accuracy, completeness, or suitability for any purpose of the information and related graphics published on this site. The information contained on this site may contain technical inaccuracies or typographical errors. All our liability howsoever arising for any such inaccuracies or errors is expressly excluded to the fullest extent permitted by law.

6.2 Neither we nor any of our directors, employees or other representatives will be liable for loss or damage arising out of or in connection with the use of this site. Notwithstanding the foregoing, none of the exclusions and limitations are intended to limit any rights you may have as a consumer under English law or other statutory rights which may not be excluded.

## 7.

Assumption of Risk and Release of Liability I, the participant have enrolled to be able to attend classes with Narali Yoga. I recognise that the classes may involve strenuous physical activity including, but not limited to, muscle strength and endurance training, cardiovascular conditioning and training, and other various fitness activities. I hereby affirm that I am in good physical condition and do not suffer from any known disability or condition which would prevent or limit my participation in this exercise program. I, the participant, acknowledge that my enrolment and subsequent participation is purely voluntary and in no way mandated by Narali Yoga. I am not obligated to perform nor participate in any activity that I do not wish to do, and that it is my right to refuse such participation at any time during my training session. I understand that should I feel light-headed, faint, dizzy, nauseated, or experience pain or discomfort, I am to stop the activity. I, the participant, am aware that there are significant risks involved in all aspects of athletic activities and physical training. These risks include, but are not limited to: falls which can result in serious injury or death; injury or death due to negligence on the part of myself, my training partner, or other people around me; injury or death due to improper use or failure of equipment; strains and sprains. I am aware that any of these above mentioned risks may result in serious injury or death to myself and or my partner(s). In consideration of my participation in this program, I hereby release Narali Yoga and its principals, agents, employees, trainers, and volunteers from any claims, demands, and causes of action as a result of my voluntary participation and enrolment. I, the participant specified below, fully understand that I may injure myself as a result of my enrolment and subsequent participation in this program and I hereby release Narali Yoga and its agents from any liability now or in the future for conditions or injuries that I may obtain. These conditions and injuries may include, but are not limited to, heart attacks, muscle strains, muscle pulls, muscle tears, broken bones, shin splints, heat prostration, trauma, anxiety, fears, injuries to knees, injuries to back, injuries to foot, or any other illness or soreness that I may incur, including death. Emergency Medical Services I, the participant specified below, give permission for Narali Yoga staff and trainers to seek emergency medical services for me should I become injured or ill, with the understanding that I am responsible for any expense incurred. If I am signing on behalf of a minor child, I also give full permission for any person connected with Narali Yoga to administer first aid deemed necessary, and in case of serious illness or injury, I give permission to call for medical and or surgical care for the child and to transport the child to a medical facility deemed necessary for the well being of the child.



Indemnity I, the participant specified below, accept financial responsibility for any injury that I may cause either to myself or to any other participant due to my negligence. I further agree to indemnify and hold harmless Narali Yoga, their principals, agents, employees, trainers, and volunteers from liability for the injury or death of any person(s) and damage to property that may result from my negligent or intentional act or omission while participating in Important Note: I am aware that this agreement is ongoing and will apply to all future occasions I participate in athletic activities and training with or at the direction of Narali Yoga.

This agreement shall be binding upon me, my successors, representatives, heirs, executors, assigns, or transferees. If any portion of this agreement is held invalid, I agree that the remainder of the agreement shall remain in full legal force and effect. I have read and understand the above statements. I understand that by signing by way of tick box it obligates me to indemnify the parties named for any liability for injury or death of any person and damage to property caused by my negligent or intentional act or omission.

We do not allow under 16's to participate in classes without express parental consent, acknowledging the increased risk of practice to individuals under 16.

We do not allow anyone pregnant at any stage of their pregnancy to participate in classes without express written consent from the participant and their consulting physician that they are able to take part in practice. Unless a specified natal class Narali wellbeing Ltd does not provide 'pregnancy yoga', nor are any teachers to be liable for teaching a pregnant individual in a manner which may not be suited to them.

Payment via Mindbody or bank transfer for future services is taken as recognition and agreement with these terms of liability on the part of individuals subscribing to practice with Narali Yoga.

#### 8. Governing Law

8.1 These Terms of use are governed by English law and the English courts shall have exclusive jurisdiction.

Classes start promptly at the advertised times. Members need to arrive at the Studios with enough time to change and enter the yoga studio before the class starts. Members arriving at reception once the instructor has started class will not be allowed to attend that class. Members are entitled to use the Studios' facilities when attending a class. The studio opens 15 minutes before each scheduled class. The yoga studio is a quiet space. Many members use the time before or after class for meditation. All class participants must bring a yoga mat, towel and water. These can be purchased at the Narali Yoga studio (subject to stock). All lost and left property is disposed of within 7 days with the exception of towels which are disposed of on a daily basis.

Classes are always subject to availability but at Narali Yoga we will always do our best to accommodate you in your chosen class. All classes must be prepaid and all clients agree to our 24hr notice policy when cancelling and/or rescheduling.

If you're booked into a class, but miss it or cancel with less than 24 hours notice, you will be issued with a late cancellation notice. If you are a PAYG member this means that you forfeit your pass for the session. Unlimited members and those on introductory/unlimited class passes will be charged £7 if two or more classes are missed or late cancelled within a 10 day rolling period.

Out of consideration for the trainer and class members, and also for your own safety (the warm-up is an important aspect of each class) please be aware that if you don't arrive at least 5 minutes prior to class start time your place may be given away. Some classes do not have a dedicated receptionist which means that the studio door will be locked as class starts. We cannot guarantee that if you are late to practice, you will be able to enter the premises.

# Privacy Policy

Narali Wellbeing is committed to protecting and respecting your privacy.  
COVID-19 Data Protection Statement

During these unprecedented times, Narali Wellbeing's main priority is the health and safety of our members, colleagues and the wider community as well as supporting the NHS in responding to the COVID-19 pandemic. We are supporting the NHS in responding to the COVID-19 pandemic and this will remain our focus for the foreseeable future.

As a result of these unique circumstances, Narali Wellbeing may need to share personal data with the NHS and other regulatory and government bodies. The basis on which Narali Wellbeing will process your data is set out in the section below. Using your personal data and the legal basis for processing during the COVID-19 pandemic

Narali Wellbeing will rely on Article 6 (1) (b) and Article 9 (2) (h) for the processing of your data. In addition, Narali Wellbeing will rely one or more of the following basis when sharing personal data as part of our support work with the NHS during the COVID-19 pandemic:

- Legal obligation: the processing is necessary for compliance with a legal obligation Article 6 (1)(c)\*
- Vital interests: the processing is necessary to protect someone's life. Article 6 (1) (d)
- Public interest: the processing is necessary to perform a task in the public interest. Article 6 (1)(e)
- Legitimate interests: the processing is necessary for an organisation's legitimate interests or the legitimate interests of a thirdparty Article 6 (1)(f)

When processing special category data for the purposes of:

- Employment, social security and social protection Article 9 (2)(b)
- Vital interests of the Data Subject Article 9 (2)(c)
- Substantial public interest Article 9 (2)(g)

During the COVID-19 pandemic your personal data may also be shared for the following purposes:

- Understanding COVID-19 trends and risks to public health and controlling and preventing the spread of COVID-19
- Identifying and understanding information about members or potential members with or at risk of COVID-19 including member exposure to COVID-19

NHS Test & Trace

In accordance with Government guidance, Narali Wellbeing are supporting NHS Test and Trace (which is part of the Department for Health and Social Care) in their work to help control COVID-19 and contain clusters and outbreaks. We have been mandated by law to collect and keep a record of staff, members, customers, and visitors who come onto our studio for the purpose of contact tracing if required by NHS Test and Trace.

The use of your information in this manner is covered by the General Data Protection Regulations Article 6 (1) (c) - a legal obligation to which we are subject to. This legal obligation means that we're mandated by law, by a set of new

regulations from the government, to co-operate with the NHS Test and Trace service, in order to help maintain a safe operating environment and to help fight any local outbreak of coronavirus. By maintaining records of staff, members and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

Narali Wellbeing as the data controller for the collection and processing of your personal data, will be responsible for compliance with data protection legislation. When that information is requested by the NHS Test and Trace service, the service would at this point be responsible for compliance with data protection legislation for that period of time. It is not necessary to seek consent from each person for this processing, for example, on the most part we already collect this information for ordinary business purposes, so the only difference at the moment is that we are making you aware that your contact information may now also be shared with NHS Test and Trace.

If an individual has tested positive for COVID-19, NHS Test and Trace may ask them who they have been in contact with and where, so others who may have been exposed to COVID-19 can be tested; this will help identify who needs to be in self-isolation to help stop the spread of COVID-19. If that individual has been in one of our Narali Wellbeing Fitness & Wellbeing sites they will not know the details of everyone they have come into contact with so a contact tracer from NHS Test and Trace may get in touch with Narali Wellbeing and ask us to provide details of anyone who has been in close contact with that person.

When you sign into a class at our studio, it creates an entry in your electronic membership file so we will be able to identify which of our members might have come into contact with the person who had tested positive for COVID-19. If that person attended a class we will also have a record of anyone else who took part in that same class so we can identify those members who might have been in closest contact with that person. Remember that your data will be processed in line with our Privacy Policy and only where necessary to help stop the spread of COVID-19. We will share with NHS Test and Trace: your name, contact details (email address, phone number and/or address), along with the time you entered the studio and whether you attended a class or are otherwise known to have been in close proximity with the person who has tested positive for COVID-19. As always we would remind you of your obligation to ensure your contact details are up-to-date and accurate.

Narali Wellbeing Fitness and Wellbeing will also display an official NHS QR code poster at their entrance so you can scan the official NHS QR code if you wish, to help remind you where you have been if asked by NHS Test and Trace. Further information on how the NHS QR codes work can be found on the NHS COVID-19 app website.

#### Data Subject Rights

If you need to get in touch regarding a Subject Access Request (SAR) or other information request wherever possible please contact us via email at: [info@naraliyoga.co.uk](mailto:info@naraliyoga.co.uk)

Due to the current circumstances, if you submit a SAR or other Data Subjects Rights

request, please be aware that you may experience a delay in us responding to your request. That's because we will be diverting resources to help with other challenges and ensuring the ongoing safety members.

#### Data Security

We assure you that all necessary steps will continue to be taken to maintain the security of your personal information and our focus will be to prioritise information flows, to ensure ongoing safe and effective practice during these unprecedented times.

#### Changes to this Privacy Policy

We will regularly review this Privacy Policy and its applicability throughout the COVID-19 outbreak. We reserve the right to update this Privacy Policy at any time, and we will provide you with a new Privacy Policy if and when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

#### Contact Us

If you have any concerns or questions about our use of your personal data, you can contact our Data Protection Officer via email at [info@naraliyoga.co.uk](mailto:info@naraliyoga.co.uk). Narali Wellbeing understands that your personal data is entrusted to us and appreciates the importance of protecting and respecting your privacy. To this end we comply fully with the data protection law in force in the UK ("Data Protection Laws").

This Privacy Policy sets out the basis on which we collect and process personal data about you including our practices regarding the collection, use, storage and disclosure of personal data that we collect from you and/or hold about you, and your rights in relation to that data.

Please read the following carefully to understand how we process your personal data. By providing your personal data to us or by using our services, website or other online or digital platform(s) you are accepting or consenting to the practices as described or referred to in this Privacy Policy.

For the purpose of Data Protection Laws, the data controller is Narali Wellbeing, with registered address at: 61 Stamford New Road, Altrincham, Cheshire, WA14 1DP

When we refer to 'we', 'us' and 'our', we mean Narali Wellbeing.

What personal data may we collect from you?

When we refer to personal data in this policy, we mean information that can or has the potential to identify you as an individual.

Accordingly, we may hold and use personal data about you as a customer, a member or in any other capacity, for example, when you visit one of our websites, complete a form, access our services or speak to us.

Personal data we collect from you may include the following:

- information that you give us when you enquire or become a customer or member of us or apply for a job with us including name, address, contact details (including email address and phone number)

- the name and contact details (including phone number) of your next of kin
- details of referrals, quotes and other contact and correspondence we may have had with you
- details of services and/or treatment you have received from us or which have been received from a third party and referred on to us
- information obtained from customer surveys, promotions and competitions that you have entered or taken part in
- recordings of calls we receive or make
- Details of your attendance at a Narali Wellbeing gym
- member feedback and treatment outcome information you provide
- information about complaints and incidents
- information you give us when you make a payment to us, such as financial or credit card information
- other information received from other sources, including from your use of websites and other digital platforms we operate or the other services we provide, information from business partners, advertising networks, analytics providers, or information provided by other companies who have obtained your permission to share information about you.

Where you have named someone as your next of kin and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.

Where you use any of our websites, we may automatically collect personal data about you including:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform,
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page.

The data that we request from you may include special category data. This includes information that relates to the following:

- racial or ethnic origin, or
- political opinions, or
- religious or philosophical beliefs, or
- trade union membership, or
- genetic data, biometric data for the purpose of uniquely identifying a natural person, or
- health data,
- or data concerning a natural person's sex life or sexual orientation.

When do we collect personal data about you?

We may collect personal data about you if you:

- visit one of our websites
- enquire about any of our services or treatments
- register to be a customer or member with us or book to receive any of our services or treatments
- fill in a form or survey for us
- carry out a transaction on our website
- participate in a competition or promotion or other marketing activity
- make online payments
- contact us, for example by email, telephone or social media
- when you attend a Narali Wellbeing studio.

In the interests of training and continually improving our services, calls to Narali Wellbeing and its agents may be monitored or recorded.

How do we lawfully process your personal data?

Your personal data will be kept confidential and secure and will only be used for the purpose(s) for which it was collected and in accordance with this Privacy Policy, applicable Data Protection Laws, clinical records retention periods and clinical confidentiality guidelines.

Set out below are some of the ways in which we process personal data although to do so lawfully we need to have a legal ground for doing so. We normally process personal data if it is:

- necessary to provide you with our services - to enable us to carry out our obligations to you arising from any contract entered into between us and you including relating to the provision by us of services or treatments to you and related matter such as billing, accounting and audit, credit or other payment card verification and anti-fraud screening
- in our or a third party's legitimate interests to do so - see details below. For further information about direct marketing to businesses and legitimate interest, please see the 'Marketing' section below
- required or allowed by any applicable law
- with your explicit consent for example: direct consumer marketing communications.

Generally, we will only ask for your consent to processing if there is no other legal grounds to process. In these circumstances, we will always aim to be clear and transparent about why we need your consent and what we are asking it for. Where we are relying on consent to process personal data you have the right to withdraw your consent at any time by contacting us using the details below and we will stop the processing for which consent was obtained.

To process special category data we rely on additional legal grounds and generally, they are as follows:

- With your explicit consent
- It is necessary to establish, make or defend legal claims or court action
- It is necessary so that we can comply with employment law
- It is necessary for a public interest purpose in line with any laws that are applicable.

Processing of personal data which you have made public:

As stated above, one of the legal grounds for processing data is where it is in our legitimate interest to do so, taking into account your interest's rights and freedoms. This allows us to manage the relationship that exists between you and us and can include the following reasons:

- provide you with information, products or services that you request from us
- managing all aspects of our relationship with you, our products and services and any third parties who may provide products or services on our behalf
- allow you to participate in interactive features of our services, when you choose to do so
- notify you about changes to our products or services
- keep our records up to date
- respond to requests where we have a legal or regulatory obligation to do so
- to conduct and analyse market research
- to ensure that content from any of our websites is presented in the most effective

manner for you and for your computer

- to allow us to enforce our website terms of use, our policy terms and conditions or other contracts, or to protect our or other's rights, property or safety
- to share your personal information with people or organisations in order to run our business or comply with any legal and/or regulatory obligations including to defend ourselves from claims, exercise our rights and adhere to laws and regulations that apply to us and the third parties we work with
- to take part in, or be the subject of, any sale, purchase, merger or takeover of all or part our business
- to personalise the marketing emails we send you, where you have consented to us doing so
- to administer your membership to a Narali Wellbeing service
- to monitor your usage of our studio.

The security of your personal data

We protect all personal data we hold about you by ensuring that we have appropriate organisational and technical security measures in place to prevent unauthorised access or unlawful processing of personal data and to prevent personal data being lost, destroyed or damaged. We conduct assessments to ensure the ongoing security of our information systems.

Any personal data you provide will be held for as long as is necessary having regard to the purpose for which it was collected and in accordance with all applicable UK laws.

Personal data that we collect from you may be transferred to, and stored at, a destination outside of the UK and the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Where we transfer your personal data outside the EEA, we will ensure that there are adequate protections in place for your rights, in accordance with Data Protection Laws. By submitting your personal data, and in providing any personal data to us, you understand the basis for this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Policy.

All information you provide to us is stored securely. Any payment transactions on our website will be processed securely by third party payment processors. Where we have given you (or where you have chosen) a password that enables you to access certain parts of our website, you are responsible for keeping that password confidential. We ask you not to share a password with anyone.

The transmission of information via the internet cannot be guaranteed as completely secure. However, we ensure that any information transferred to our websites is via an encrypted connection. Once we have received your information, we will use strict procedures and security features to minimise the risk of unauthorised access.

At your request, we may occasionally transfer personal information to you via email, or you may choose to transfer information to us via email. Email is not a secure method of information transmission; if you choose to send or receive such information via email, you do so understanding the risks associated with doing so.

How long do we retain your personal data?

Unless we explain otherwise to you, we will retain your personal data on the basis of the following guidelines:

- for as long as we have a reasonable business need, such as managing our relationship with you and managing our business
- for as long as we provide services and/or treatment to you and then for as long as someone could bring a claim against us (in general this is a period of 8 years); and/or
- in line with legal and regulatory requirements or guidance.

Disclosure of your personal data to third parties

In the usual course of our business we may disclose your personal data (which will be limited to the extent reasonably necessary) to certain third party organisations that we use to support the delivery of our services. This may include the following:

- business partners, suppliers and sub-contractors for the performance of any contract we enter into with you,
- organisations providing IT systems support and hosting in relation to the IT systems on which your information is stored,
- third party debt collectors for the purposes of debt collection,
- delivery companies for the purposes of transportation,
- third party service providers for the purposes of storage of information and confidential destruction, third party marketing companies for the purpose of sending marketing emails, subject to having an appropriate lawful basis for such processing.

Where a third-party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under Data Protection Laws.

We may also disclose your personal data to third parties in the event that we sell or buy any business or assets or where we are required by law to do so.

- details of any cancellation of your Narali Wellbeing gym membership
- details of your visits to Narali Wellbeing gyms

Special Category/Health information collected during provision of treatment or services

Special category data (including information relating to your health) will only be disclosed to third parties in accordance with this Privacy Policy. That includes third parties involved with your treatment or care, or in accordance with UK laws and guidelines of appropriate professional bodies.

What do we do with any non-personal information collected when accessing the website?

Certain information which you submit may also be collected to enable us to better understand our customers, to improve our website, to inform general marketing and to help provide a better experience of our services. We may use cookies to do this.

We may also use other companies to set cookies on our websites and gather cookie information for us - please refer to the information detailed below. From time to time we may also analyse Internet Protocol (IP) addresses or other anonymous data sources.



## Cookies

Our websites use cookies to distinguish you from other users of our websites. This helps us to provide you with a good experience when you browse our websites and also allows us to improve our websites.

By law, website operators are required to ask for a website user's permission when placing certain kinds of cookie on their devices for the first time.

Where consent is required, the law states that it should be "informed consent", which means we must ensure that you understand what cookies are and why we want to use them.

We are committed to providing the best digital service to you whilst at the same time fully protecting your privacy. For further information on our cookies policy and how we use cookies through use of all our online services, please see below.

What are Cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving your user experience.

They can also help to ensure that adverts you see online are more relevant to you and your interests.

### Category 1 Cookies

These cookies are essential in order to enable you to move around our websites and use its features, such as accessing secure areas of the websites. Without these cookies, services you have asked for cannot be provided.

Your consent is not required for the delivery of those cookies which are strictly necessary to provide services requested by you.

We use these types of cookies.

### Category 2 Cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All the information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Web analytics that use cookies to gather data to enhance the performance of a website fall into this category. For example, they may be used for testing designs and ensuring a consistent look and feel is maintained for the user. This category does not include cookies used for behavioral/ targeted advertising networks.

We use these types of cookies. By using our website and online services you agree that we can place these types of cookies on your device.

### Category 3 Cookies

These cookies allow our websites to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also

be used to provide services you have asked for such as watching a video. The information these cookies collect is generally anonymised and they cannot track your browsing activity on other websites.

We use these types of cookies. By using our websites these you agree that we can place these types of cookies on your device.

#### Category 4 Cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

We use these types of cookies. By using our website and online services you agree that we can place these types of cookies on your device.

Definitions used above are consistent with those supplied by the International Chamber of Commerce 'ICC UK Cookie Guide' April 2012.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control.

For more information on our position on the use of cookies, please contact us: Narali Yoga, 61 Stamford New Road, Altrincham, WA14 5ND

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential Category 1 Cookies) you may not be able to access all or parts of our websites. For information on how to delete cookies, please refer to: use <https://ico.org.uk/for-the-public/online/cookies>

#### Marketing

Narali Wellbeing carries out two types of direct marketing: 1) Business to Consumer (B2C) which means, if you engage with Narali Wellbeing in your capacity as an individual i.e. you are a gym member or a member, then we may process your personal data for marketing purposes but only if we have your prior consent to do so; and 2) Business to Business (B2B) which means, if you engage with Narali Wellbeing in your professional capacity e.g. if you represent a company with whom Narali Wellbeing has an existing or prospective business relationship, Narali Wellbeing may keep you up to date with services we offer/provide.

#### Business to Consumer (B2C)

If you have consented to our processing your personal data for marketing purposes, in accordance with this Privacy Policy, we may send you information (via mail, email, phone or SMS) about our products and services which we consider may be of interest to you. You have the right to opt out of receiving any further marketing communication at any time.

## Business to Business (B2B)

Whether you have received a B2C marketing communication or a B2B marketing communication you will have the right to ask us to stop sending you marketing communication. B2B customers will have the right to opt out of receiving any further specific marketing communication at any time. Our marketing emails will include an unsubscribe option which you can select or, If you no longer wish to receive web based marketing information you can unsubscribe by emailing [customerdatarequestsinfo@naraliyoga.co.uk](mailto:customerdatarequestsinfo@naraliyoga.co.uk).

For non-web based marketing information please write to: Marketing Department, Narali Wellbeing, 61 Stamford New Road, Altrincham, Cheshire, WA14 5ND. Please note, you only need to withdraw your consent once and this withdraws your consent to receive marketing B2C and opts you out of receiving further B2B marketing. You may also receive service communications from time to time which will not include an unsubscribe option as they are not considered marketing communication and will remain unaffected by your marketing preferences. We would ask you to give us a reasonable amount of notice, to give us time to update our systems. While the precise timings vary by department we generally ask that you give us at least 30 days' notice.

## CCTV

Our premises is surveyed by CCTV for the purposes of security. Images and videos may be retained for 30 days in accordance with ICO guidelines.

## Your Rights under Data Protection Laws

The law gives you certain rights in respect of the personal data that we hold about you as well as information about what we do with it, who we share it with and how long we will hold it for. We may make a reasonable charge for additional copies of that data beyond the first copy, based on our administrative costs. The website of the Information Commissioner's Office (<http://www.ico.org.uk>) has a wealth of useful information in respect of your rights in your personal data. In addition to your right to stop marketing, detailed above, below is a short overview of the most commonly-used rights.

- Data Subject Access Request - With some exceptions designed to protect the rights of others you have the right to a copy of the personal data that we hold about you as well as information about what we do with it, who we share it with and how long we will hold it for. We may make a reasonable charge for additional copies of that data beyond the first copy, based on our administrative costs.
- The Right of Erasure ('Right to be Forgotten') - the right to have your personal information erased where we have no reason to continue processing;
- Data Portability - the right to move, copy or transfer personal information you have provided to us;
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you. Please note that by following the 'track my data's journey' link below you can find out whether the services you have used with Narali Wellbeing relies on automated decisions. If we have made a wholly automated decision (i.e with no human judgment at all) you have the right to request that someone views that decision
- Right to Rectification - You have the right to have the personal data we hold about you corrected if it is factually inaccurate. It is important to understand that this right does not extend to matters of opinion, such as medical diagnoses. If any of your personal data has changed, especially contact information such as: email address, postal address and phone number please get in touch with your local Hospital, Health Clinic, Fitness and Wellbeing Gym as appropriate or the Narali Wellbeing

Contact Centre on so we can ensure your personal data is kept up to date. If you want to exercise your rights in respect of your personal data, the best way to do so is to contact us by email on [info@naraliyoga.co.uk](mailto:info@naraliyoga.co.uk), or to write to us for the attention of the data protection officer at the address below. In order to protect your privacy, we may ask you to prove your identity before we take any steps in response to such a request.

Data Protection Officer, Narali Wellbeing, 61 Stamford New Road, Altrincham, Cheshire, WA14 1DP

If you are not satisfied with how we handle your request, you can contact the Information Commissioner's Office on 0303 123 1113 or visit their website (<http://www.ico.org.uk>).

#### Changes to our Privacy Policy

We keep our Privacy Policy under regular review and as a result it may be amended from time to time without notice. As a result we encourage you to review this Privacy Policy regularly. This Privacy Policy was last updated in August 2020.

#### Contact

If you have any questions in relation to our privacy policy, please email us at [info@naraliyoga.co.uk](mailto:info@naraliyoga.co.uk) or write to the Data Protection Officer at:

Narali Wellbeing  
61 Stamford New Road  
Altrincham  
Cheshire  
WA14 1DP

# Health Policy Relating to COVID-19

Health and safety policy specifically relating to COVID-19

Narali Yoga will continue to be a haven, where we can find calm, joy and sanctuary. In order for this to happen we all have to play our part to make the studio Covid-secure. The Narali Yoga team has specific responsibilities but we also need your help.

We will:

Limit the numbers in the studio to less than half our previous capacity to maintain social distancing

Clean and scrub all surfaces and touch-points regularly with anti-viral products  
raise the ventilation rate around the building to bring in more fresh air more often

Wear face coverings or visors

no longer provide mats, blocks and straps to share at the studio to avoid unnecessary contact items

We have:

Rearranged our class schedule so that we will have more shorter length classes  
extended the gaps between classes to keep the numbers in the building down  
installed clear signage and markings to let you know where you should stand, sit, walk and lay your mat in the studio.

• There are things that we need from you too. We ask that you:

pre-book all of your classes

- Bring a yoga mat and towel with you, as well as blocks and a strap if you need
  - Enter the building no more than 10 minutes prior to the class starting and be out of the building within 10 minutes of the class ending
  - Arrive in plenty of time so as not to be rushing around the studio prior to class
  - Have your temperature taken on arrival with a non-contact thermometer to make sure you do not have a fever (we ask you to be prepared to be turned away if your temperature is above 38'c)
  - Sanitize your hands on entry with one of our hand sanitiser stations
- do not come to the studio if you have any Covid symptoms or indeed any cold and flu symptoms or have a member of your household with symptoms. Wait 14 days before attending a class.
- No longer pay with cash
  - Pay attention to all signage and safety markings
  - Limit your use of our changing rooms unless essential

In addition, we are asking that everyone agree to our new online Covid-free declaration implicit in every class booking to say that you are Covid-free and that you have not recently been 'in close contact' with anyone with Covid symptoms. There is the hope that we will be able to relax some of these measures over the coming weeks and months but for the time being we feel it is paramount for us all to be doing everything we possibly can to lower the risk of Covid transmission but still maintain an important health benefit to our members.

## COVID FAQ's

How will the numbers be limited within the studio to maintain social distancing?  
We are reducing our maximum class size to less than half of the previous capacity. Floor-tape marks out the places where you should lay the front edge of your mat when you enter the studio. We ask that everyone lay their mats in the exact spaces indicated to maintain social distancing during the class.

How does hot yoga's high levels of heat and humidity affect coronavirus transmission?

We are reducing our maximum class size to less than half of the previous capacity. Floor-tape marks out the places where you should lay the front edge of your mat when you enter the studio. We ask that everyone lay their mats in the exact spaces indicated to maintain social distancing during the class.

How will the hot yoga studio's ventilation system reduce the risk of coronavirus transmission?

There is a common misconception that all germs thrive in hot and humid conditions. How does this pertain to the current pandemic coronavirus?

There is much we are yet to discover about the current coronavirus. The available scientific studies on a closely related previous pandemic coronavirus (SARS-CoV-1) show that it is significantly less able to survive and cause infections at higher temperatures and in high relative humidity.

So, although we cannot be definitive about the effect of heat and humidity on the novel coronavirus, we can say that if this current pandemic coronavirus (SARS-CoV-2) responds to heat and humidity like its sister coronavirus (SARS-CoV-1) then yoga in our levels of heat and humidity should be at least as safe (and probably safer) than similar activities at normal temperature and humidity levels.

### **• Is sweat a risk for coronavirus transmission?**

Lots of people sweat a lot during a hot yoga class. We have therefore been very keen to learn whether there was any risk of viral transmission via sweat.

We were delighted to learn that both the UK government (3) and major US health institutions (4) have an identical message - the current pandemic coronavirus is NOT transmitted via sweat.

### **• What extra cleaning protocols have Narali Yoga brought in to help reduce the risk of coronavirus transmission?**

We are now making it mandatory that everyone sanitises their hands with hand sanitiser gel on first entering the building.

The room will be thoroughly cleaned throughout the day with virus killing cleaning products.

All touch points and surfaces around the building (door handles, banisters, the reception desk, etc) will be cleaned throughout the day with anti-viral spray.

**What cleaning products are Narali Yoga using to help reduce the risk of coronavirus transmission?**

We use a selection of cleaning products to help keep the studio virus and bacteria free. We have chosen specialist products that are ideal for cleaning stainless steel, worktops, glass windows, aluminium surfaces and tiled areas.

**• What changes have Narali Yoga made to the schedule to help lower the risk of coronavirus transmission?**

We have made two specific changes to the schedule to reduce the risk of coronavirus transmission.

We now have more shorter classes and fewer longer classes throughout the week. It makes sense that shorter classes represent a lower risk though we will have a few longer classes on the schedule for those who wish to attend them.

We are extending the minimum gap in between classes to make sure that there is no crossover of clients on site in between classes and to give our team more time to clean. We are limiting the amount of time that customers can be on site before and after class so that people will have ample time to leave the building before we allow anyone attending the next class to enter the building.

We ask that everyone leave the building within 10 minutes of the scheduled finish time of their class. No entry to the building will be allowed more than 10 minutes prior to a class starting. All classes must now be pre-booked which will expedite the check-in process so we envisage any queues should be short.

**What changes have Narali Yoga made inside the yoga studio that will help lower the risk of coronavirus transmission?**

Most importantly, the capacity of the room is being significantly reduced to less than half of our previous capacity. We are marking out with floor-tape the places where you should lay your mat when you enter the studio. This is in line with the government's recent guidance on social distancing.

We are asking everyone to leave the studio immediately after class so that we have a one-way system in the studio. This will help to maintain safe social distancing. You will now be able to bring your valuables and shoes into the yoga studio with you during a class to do this. If you wish to do this, we ask that you bring a small (perhaps reusable plastic) bag to place your shoes and belongings into when it is placed next to your mat during class.

**How will new teacher practices help lower the risk of coronavirus transmission?**

Our teachers will no longer walk around the room as they teach and will stay at the front of the class throughout the whole session to ensure they maintain a safe distance from practitioners.

In addition, the teacher will no longer be making adjustments to individual clients during a class.

Proper breathing during a hot yoga class should be calm, steady and through the nose. If you need any specific help or advice in learning how to breathe properly during a class, please ask a teacher for this help.

Our teachers may be wearing masks throughout any opening hours.

**What changes are being made to the reception area to help lower the risk of coronavirus transmission?**

We are making it mandatory for everyone to have their temperature taken and wash their hands with hand sanitizer gel on first entry to the building. This goes for everyone - customers, teachers and staff. The gel is over 70% alcohol and so helps to kill viruses.

If you have a high temperature we will not be able to allow you access to the studio. Please be prepared for this as it is important.

You will notice that there are markings on the floor and on seating where people should stand and sit so that people are standing at a distance to one another. We ask that you keep to these spaces.

There may well be queues outside the studio as we regulate the number of people in the reception area at any one time. We ask for your patience while we limit the number of people in the reception at any one time.

**What changes are being made to the sign-in process to help lower the risk of coronavirus transmission?**

From now on, all classes must be pre-booked and we can no longer accept walk-in visits. This is to minimise the amount of time needed for everyone to sign into the studio and to congregate at the reception desk.

The studio will be cash-free and all transactions will have to be done online or with in-studio bank cards. The easiest way to make purchases at the studio is for customers to top up their Narali Yoga online account, via the payment page of our App.

This will make purchases of consumables quicker and easier for customers and our staff and will reduce the amount of time customers are in the reception area while payment is taken.



### **What is Narali Yoga policy towards masks and face coverings?**

We will be insisting that all students wear a face covering when at the studio, apart from when they are on their yoga mat or in following public health guidance on the matter. Safe distancing is easier to maintain whilst on the mat, but extra precaution is recommended whilst moving around the building.

All Narali Yoga staff will be wearing face coverings or visors when around the studio.

### **Will the studio's Lost Property policy be changed in light of the new Health and Safety regulations?**

Unfortunately, we have decided to change our Lost Property policy. While we used to store and launder items for people that were left at the studio, we will now be disposing of all Lost Property items immediately. In order to protect staff we feel this is the best way of doing things.

If items of high value, such as jewellery, are found then we will keep these for a limited time in the hope they are claimed soon.

We apologise if any inconvenience is caused by this and urge everyone to check they have everything they came with before leaving the building.

### **Will the changing rooms and showers be open to everyone when the studio opens?**

We do ask that people come ready changed for their class. Our toilets are of course available for use. Our changing rooms and showers are closed and unavailable for use. We offer the option for people to leave the yoga studio immediately after class using the one way system.

### **What is the Narali Yoga policy on people attending with coronavirus as well as coughs and colds during this time?**

We must insist that anyone with coronavirus symptoms does NOT come to the studio at this time.

We have added to our class booking process (and in our Terms and Conditions) a declaration which will allow all members to confirm their wellness before taking each class at Narali Yoga.

You agree that by booking into a class at Narali Yoga and entering our premises that you:

Are not suffering from any coronavirus symptoms and have not had any symptoms within the previous 7 days

Have not (as far as you are aware) been in close contact\* with anyone with coronavirus symptoms within the previous 14 days

Undertake to declare immediately any onset of symptoms or close contact\* with anyone who has symptoms of coronavirus

\* The UK Government define 'close contact' as having been face to face and within 1 metre of an infected person for at least one minute OR having been within 2 metres of an infected person for at least 15 minutes anytime from 2 days before the person was symptomatic and up to 7 days from the onset of symptoms.

In addition we ask that people with any cold or flu symptoms that they think are not Covid do NOT come to the studio as we feel it is important that everyone should feel safe while at the studio.

If a member has to self-isolate, we will suspend or extend your membership free of charge while you are doing this.

**What is Narali yoga policy on dealing with contact tracing and discovering a customer or staff member was on site with coronavirus?**

By attending any class at Narali Yoga, members are declaring that they understand and agree that members must not attend Narali Yoga if they are unwell, have symptoms of Covid-19, have come into close contact\* with a person diagnosed with Covid-19 or have been advised by the NHS to self-isolate.

\* The UK Government defines 'close contact' as having been face to face and within 1 metre of an infected person for at least one minute OR having been within 2 metres of an infected person for at least 15 minutes anytime from 2 days before the person was symptomatic and up to 7 days from the onset of symptoms.

Staff have been informed that they must not attend work if they have symptoms of Covid-19 (cough, fever, loss of sense of smell/taste, shortness of breath and fatigue), suspect they may have been infected with Covid-19 or have been in close contact\* with another person diagnosed with Covid-19.

Any member who is observed to be reasonably displaying symptoms (for example, persistent dry coughing) will be politely asked to leave the building. A confirmed recent case (in the previous 7 days) of Covid-19 within the building will result in the closure of the studio followed by a deep clean of the building.