



Terms & Conditions

Last updated: 09.10.2026

Welcome. I'm delighted that you're considering working with me through coaching, energy healing, yoga or one of my retreats.

These Terms & Conditions explain how my services work, what you can expect when booking, and the arrangements that help us create a safe, respectful and positive experience together.

Please read these terms before making a booking. By booking a service, you agree to the terms that apply to that service, subject to your statutory rights.

1. About me

These services are provided by:

Business name: Jenn Carpenter Yoga Life Coach

Business owner: Jennifer Carpenter

Business address: Hackney Chase, Pocklington, York

Email: jennycarpenter9@icloud.com

Website: www.jenncarpenter.uk

In these terms, "I", "me" and "my" refer to the service provider named above. "You" refers to the person booking or participating in a service.

2. My services

I offer a range of wellbeing and personal development services, which may include:

- Coaching packages and programmes
- Energy healing sessions
- Online yoga classes and programmes
- In-person yoga classes and workshops
- Yoga, meditation and wellbeing retreats

The specific services, dates, durations, locations, inclusions and prices will be described on the relevant booking page or in the information provided to you before booking.

Each booking is subject to the description and arrangements confirmed at the time of purchase.

3. Bookings and confirmation

Bookings may be made through Google Forms Registration page, by email or direct message, or through another booking method I make available.

A booking is confirmed when I have accepted your booking and, where applicable, received the required payment. I will provide confirmation and any relevant practical information by email, message or through the booking platform.

Please check your booking confirmation carefully and contact me promptly if any details are incorrect.

If a service is fully booked, unavailable or cannot be provided as advertised, I will let you know and discuss any appropriate alternative or refund.

4. Prices and payment

All prices will be communicated before you commit to a booking. Any applicable taxes, additional charges and payment deadlines will be made clear before purchase.

Payment may be made by bank transfer or by another agreed method.

For services requiring a deposit or instalment plan, the amount, payment dates and final balance deadline will be confirmed before you book.

For coaching packages and programmes, the agreed package price covers the sessions and inclusions specified in your booking confirmation. Additional sessions or services will be charged separately if agreed.

Please contact me if you anticipate difficulty meeting a payment deadline so that we can discuss the situation.

5. Cancellation and your consumer rights

I want booking arrangements to be clear and fair. The following provisions are subject to your statutory consumer rights.

Your 14-day cancellation right

If you enter into a qualifying contract online, by email, by direct message or otherwise at a distance, you will generally have a legal right to cancel within 14 days of entering into a service contract, without giving a reason.

Different rules and exceptions may apply depending on the service and the booking arrangements. In particular, some leisure services booked for a specific date or period may be exempt from the usual 14-day cancellation right. I will not assume an exemption applies unless it is legally applicable to the particular booking.

Where a statutory cancellation right applies, you may cancel by contacting me in writing at jennycarpenter9@icloud.com and clearly stating that you wish to cancel.

If you cancel within an applicable statutory cancellation period, I will refund payments in accordance with the law.

Services starting during the 14-day period

If you ask me to begin providing a service during the 14-day cancellation period, I will obtain your express request before starting.

If you subsequently cancel during that period, you may be required to pay a proportionate amount for the service already provided, where the law permits this and the required information and consent have been obtained.

For a service to be fully performed during the cancellation period, your express prior consent and acknowledgement that you will lose the right to cancel once the service is fully performed are required where applicable.

After the statutory cancellation period

Once any applicable statutory cancellation period has ended, cancellations and refunds will be handled under the relevant service-specific policy below, subject always to your legal rights.

Nothing in these terms removes any right to a refund or other remedy that you have under consumer law.

6. Coaching packages and programmes

Coaching is a collaborative process intended to support reflection, personal development, goal setting and positive change.

Before booking, you will be told what your package includes, such as the number and duration of sessions, the format of delivery, the price and any agreed programme period.

Rescheduling sessions

If you need to rearrange a coaching session, please give at least **48 hours'** notice.

Where sufficient notice is given, I will make reasonable efforts to arrange an alternative appointment, subject to availability.

For cancellations made with less notice, or for missed appointments, the session may be treated as used where this is clearly stated in the booking terms and is fair in the circumstances. I will consider exceptional circumstances reasonably.

Package duration and unused sessions

Coaching packages are intended to be completed within **12 months** of the agreed start date.

If you cannot complete your package within this period, please contact me as early as possible. Extensions may be agreed at my discretion.

If you decide to stop a package early, any refund will be assessed in accordance with the terms agreed at booking and applicable consumer law. This may take account of sessions already delivered, the value of services received and any fair, reasonable and unavoidable losses arising from cancellation. I will not automatically retain all payments regardless of the circumstances.

If I need to cancel or am unable to continue providing your programme, I will discuss suitable alternatives or refund the amount due for services not provided, as appropriate.

7. Energy healing

Energy healing is offered as a complementary wellbeing practice intended to support relaxation, reflection and personal wellbeing.

It is not a medical treatment and does not provide a medical diagnosis. It should not be used as a substitute for medical assessment, advice or treatment from an appropriately qualified healthcare professional.

Individual experiences vary, and no particular physical, emotional, psychological or spiritual outcome is promised or guaranteed.

Please let me know before a session if there is anything relevant to your comfort, boundaries or participation that you would like me to be aware of.

Sessions may be provided in person or remotely, as described when booking. Cancellation and rescheduling arrangements will be those confirmed for your particular session, subject to your statutory rights.

8. Online and in-person yoga

Yoga classes are designed to support movement, awareness, relaxation and wellbeing. Classes may include physical postures, breathing practices, meditation and relaxation, depending on the session.

Your health and participation

You are responsible for choosing whether to participate and for working within your own abilities and limits.

Please tell me before a class about any relevant injury, health concern, pregnancy or other circumstance that may affect your safe participation. You should seek appropriate medical advice if you are unsure whether a practice is suitable for you.

Please stop a practice if you experience pain, dizziness, unusual breathlessness or other concerning symptoms.

You are welcome to adapt or rest during a class. You do not need to attempt every posture or exercise.

Online yoga

For online classes, you are responsible for ensuring that you have a suitable space, a stable surface and enough room to move safely.

Please check that your equipment and internet connection are adequate. If a technical problem on my side prevents the class from taking place, I will offer a reasonable alternative, such as a replacement session or refund where appropriate.

I cannot guarantee uninterrupted internet access or that every technical problem on your own device or connection can be resolved.

If a class is recorded or made available for later viewing, any access period and restrictions on sharing will be explained when booking.

In-person yoga

Please arrive in good time and follow any reasonable safety instructions given during the session.

You are responsible for bringing any equipment specified in the class information and for respecting the space, teacher and other participants.

I reserve the right to decline or discontinue participation where reasonably necessary for safety or to protect the wellbeing of others. Where I do so, I will act fairly and in accordance with applicable law.

Class cancellations and missed sessions

Please follow the cancellation deadline and booking conditions displayed for your class or programme.

If you cannot attend, please let me know as soon as possible. Missed classes, class credits and replacement sessions will be dealt with under the policy communicated at booking.

If I cancel a class, I will offer an appropriate alternative or refund where required.

9. Retreat bookings

My retreats are intended to provide a supportive space for yoga, meditation, reflection, rest and personal wellbeing.

The retreat description and booking confirmation will set out the relevant dates, location, price, accommodation arrangements and what is included.

What's included

Please check the retreat description before booking. Unless expressly stated, the price does not include travel to or from the venue, personal expenses, travel insurance or other items not specified as included.

Any accommodation, meals, workshops, activities and additional services included in the price will be described in the retreat information.

Please tell me about dietary requirements, accessibility needs or other relevant requirements before booking. I will let you know what can reasonably be accommodated.

Deposits and payment deadlines

Where a deposit is required, its amount and the deadline for the remaining balance will be stated before you book.

Deposits and advance payments will be handled in accordance with the agreed cancellation terms and applicable law. A deposit is not automatically non-refundable in every circumstance.

If you cancel your retreat booking

Please notify me in writing as soon as possible if you need to cancel.

Any refund or cancellation charge will depend on the terms provided for that particular retreat, any applicable statutory cancellation rights and the circumstances of the cancellation.

Where a cancellation charge applies, it will be fair and proportionate, taking account of relevant costs, losses, savings and whether the place can reasonably be filled by another participant.

If a replacement participant can be arranged, I will take this into account when assessing any amount retained or charged, where appropriate.

If you wish to transfer your booking to another person, please contact me. Any transfer will be subject to reasonable arrangements, venue requirements and applicable law.

Changes or cancellation by me

I aim to deliver each retreat as advertised. If a change becomes necessary, I will notify you as soon as reasonably possible and explain the available options.

If I cancel the retreat and cannot provide the contracted service, you will be offered an appropriate refund or other remedy in accordance with applicable law. I will not treat a voucher or alternative date as a substitute for a refund where the law entitles you to a refund.

If a significant change to the retreat is necessary, I will explain the change and any options available to you.

Safety and participation

Retreat activities may involve movement, breathwork, meditation, relaxation or other wellbeing practices. Please participate at your own pace and let me know about relevant health or accessibility needs.

You are responsible for your personal belongings and for following reasonable safety instructions at the venue.

Retreat participants are expected to treat one another with kindness and respect. I may take reasonable steps, including ending a person's participation where necessary, if their conduct seriously compromises the safety or wellbeing of others. Any financial consequences will be assessed fairly and in accordance with applicable law.

10. Health, wellbeing and personal responsibility

My services are intended to support general wellbeing and personal development. They are not a substitute for medical diagnosis, treatment or mental health care from an appropriately qualified professional.

Coaching does not constitute medical, psychological, legal or financial advice.

You remain responsible for your own decisions and actions, including decisions made during or after coaching, yoga, energy healing or a retreat.

Please seek appropriate professional advice where needed and tell me if you have concerns about participating in a particular activity.

No particular result or outcome can be guaranteed. Experiences and outcomes differ from person to person.

11. Confidentiality and respectful conduct

I will treat personal information shared with me during coaching and individual sessions with care and discretion.

Confidentiality may be limited where disclosure is required by law, where there is a serious concern about someone's safety, or in other circumstances where disclosure is legally justified. Where appropriate and lawful, I will explain this to you.

In group classes and retreats, I ask all participants to respect other people's privacy and not to share personal information or experiences disclosed by others without their permission.

Please be aware that I cannot guarantee that other participants will maintain confidentiality, although I will encourage respectful behaviour.

12. Privacy and personal information

I collect and use personal information only as necessary to manage bookings, deliver services, communicate with you and meet my legal obligations.

Please read my separate **Privacy Policy** at [insert privacy policy link] for information about the personal data I collect, how I use it, how long I retain it and your rights.

Where I ask for health information or other sensitive personal information, I will explain why it is needed and handle it in accordance with applicable data protection law.

13. Intellectual property and use of materials

Any original written materials, course content, recordings, meditations, worksheets or other resources I provide remain my intellectual property unless otherwise stated.

You may use materials supplied to you for your own personal use, subject to any licence or restrictions explained when they are provided.

You must not copy, reproduce, publish, distribute, sell or share my materials with others without my prior written permission.

Please do not record, photograph or share other participants during classes, coaching sessions or retreats without their permission and my agreement where appropriate.

14. Liability and insurance

I take reasonable care in planning and delivering my services and in communicating relevant safety information.

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

Subject to that, I am not responsible for losses arising from circumstances beyond my reasonable control, or for consequences that could not reasonably have been foreseen, to the extent permitted by law.

You are responsible for taking reasonable care of your personal belongings and following relevant safety instructions.

These terms do not remove any rights or remedies you have under applicable consumer law.

15. Complaints and concerns

I want your experience of working with me to be positive and respectful.

If you have a concern or wish to make a complaint, please contact me at jennycarpenter9@icloud.com, explaining the issue and what you would like me to consider.

I will acknowledge your complaint within a reasonable period and aim to respond fairly and promptly.

Nothing in this section affects your legal rights.

16. Changes to these terms

I may update these terms from time to time to reflect changes to my services, business arrangements or legal obligations.

The version applicable to your booking will normally be the version provided to you when you entered into the contract, unless a change is agreed with you or a change is required by law.

If a change materially affects an existing booking, I will communicate it to you and explain any relevant options.

17. Governing law

These terms are governed by the law of England and Wales, where applicable.

If you are a consumer living in another part of the UK or another country, this clause does not remove any mandatory consumer protections that apply to you.

18. Contact

If you have any questions about these terms, your booking or the services I offer, please contact:

Email: jennycarpenter9@icloud.com

Website: www.jennycarpenter.uk

Thank you for taking the time to read these terms. I look forward to welcoming you to my classes, sessions, programmes and retreats.

