AumYoga Academy

Terms and Conditions

Clacton-on-Sea, Essex • Last updated: November 2026

1. About us

1.1 AumYoga Academy ("we", "us", "our") is run by Prajitha Kunjuraman, 37 Ambleside Court, Clacton-on-Sea, Essex, CO15 6JL. Email: academyaumyoga@gmail.com. Phone: 07963702908.

1.2 These terms apply to every booking made with AumYoga Academy, whether through our website, by email, by phone or in person. By making a booking, you agree to these terms.

2. Bookings and payment

2.1 All bookings must be paid in full at the time of booking, unless we agree otherwise in writing or a payment plan applies (see section 6).

2.2 Your booking is confirmed once payment has been received in full. For retreats paid by instalments, see section 6.

2.3 Prices are shown in pounds sterling (£) and include any applicable VAT.

3. Group classes, mini retreats and events

3.1 All group classes, online classes, workshops, mini retreats and events are non-refundable once booked, except where AumYoga Academy cancels them (see section 4).

3.2 **Block bookings / monthly bookings:** if you can't attend an in-person group class that is part of your block or monthly booking, for any reason including illness, you may send someone in your place at no extra cost. Please tell us their name before the class and ask them to complete our Health & Registration Form before taking part.

3.3 **Single class passes** are valid only for the class and date you choose at checkout. They can't be moved to another date or class.

3.4 **Face Yoga courses:** Face Yoga courses are made up of a set number of live online classes, as described when you book. Like all online classes, the course is non-refundable once booked (see 3.1), and **no refunds will be given once the course has started**. Classes you miss can't be moved to another date or course, but the replay of each class is available for one week for you to practise with (see 8.4).

3.5 **Free trial sessions:** free Face Yoga trial sessions are offered at our discretion, are limited to one per person and can't be exchanged for any other class or credit.

4. Cancellations by AumYoga Academy

4.1 If we cancel a class, workshop, mini retreat or event, we'll offer you a full refund or, if you prefer, a place at another session of equal value.

5. Gift certificates

5.1 Gift certificates are valid for six months from the date of purchase. The expiry date is shown on each certificate. Any value left after this date will be lost.

6. International retreats

Deposits and payment

6.1 A non-refundable deposit of £300 is needed to secure your place, whether you pay in full or by instalments.

6.2 If you pay in monthly instalments, the first £300 you pay counts as your non-refundable deposit.

Cancellation by you

6.3 If you cancel, the refund you get depends on how far ahead of the retreat start date you tell us, in writing:

- **60 days or more before:** 50% of the amount you've paid above the deposit is refunded.
- **30 to 59 days before:** 30% of the amount you've paid above the deposit is refunded.
- **Fewer than 30 days before:** no refund.

In each case, the deposit is not refunded.

Cancellation by AumYoga Academy

6.4 If we cancel a retreat for any reason, we'll refund 100% of all payments you've made towards it.

What's not included

6.5 Flights, travel costs, travel insurance and personal spending are not included unless stated in the retreat description.

Travel insurance (compulsory)

6.6 You must buy your own travel insurance before attending. It must cover cancellation, medical treatment, repatriation, travel disruption and personal belongings. We may ask to see proof of cover. Insurance means you may be able to recover your costs if you can't attend.

Health disclosure

6.7 When you book, you must tell us if, in the past five years, you've had any major physical or mental health condition, or if you're currently under medical or psychiatric care. Where appropriate, we may ask for a letter from your doctor confirming you're fit to take part.

6.8 Not disclosing relevant health information may invalidate your insurance. It may also mean we can't safely let you take part, in which case section 6.3 will apply.

Travel disruption

6.9 We're not responsible for travel disruption outside our control, such as flight delays, strikes or severe weather. This doesn't affect our responsibility for anything we arrange as part of the retreat package (see section 11).

7. Health and safety

7.1 All students must complete the AumYoga Academy Health & Registration Form before their first class. You must tell us about any change in your health, injuries, pregnancy or medication.

7.2 You take part at your own risk. Please work within your own limits and tell your teacher straight away if you feel pain, dizziness or discomfort.

7.3 Our teachers are not medical professionals, and yoga and face yoga are not a substitute for medical advice. If you have a health condition, please check with your GP before starting.

7.4 We may ask you not to take part if we believe it would be unsafe for you or others.

7.5 **Face Yoga:** before taking part, please tell us if you have a skin condition (such as eczema, rosacea or broken skin), an eye condition or recent eye surgery, jaw (TMJ) problems or a facial nerve condition such as Bell's palsy, or if you've recently had cosmetic treatment such as Botox, fillers or facial surgery. Please check with your GP or practitioner before starting, and ask how long to wait after any treatment before doing facial exercises or massage. Always use gentle pressure, never pull the skin around the eyes, and stop if you feel any discomfort.

7.6 **Skin care products:** any guidance we give on skin types, oils or creams is general information, not medical or dermatological advice. Always patch test a new product first, keep products away from your eyes, check ingredients for anything you're allergic to, and stop using anything that causes irritation. You don't need to use any product to take part.

7.7 **Results:** face yoga results vary from person to person and depend on regular practice. We can't guarantee any particular cosmetic result.

7.8 **Disclaimer:** our yoga and face yoga classes, replays, recorded videos and any information we share are for general wellbeing and educational purposes only. They are not medical, dermatological or cosmetic treatment, and they don't replace advice from your GP or another qualified professional. By taking part, in person or online, you accept responsibility for your own health and wellbeing during your practice.

8. Online classes

8.1 Joining links are for your personal use only and must not be shared.

8.2 You're responsible for making sure your practice space is safe, clear and suitable.

8.3 Recordings of online classes, where offered, may not be copied, shared or published.

8.4 **Replays:** the replay of each live online class, such as Face Yoga, is available for one week after the class for you to practise with, unless we tell you otherwise when you book. If you're on a membership, you'll also have access to our recorded videos for as long as your membership is active.

8.5 Live online classes may be recorded to create replays. Recordings focus on the teacher. If you'd prefer not to appear, please keep your camera off or let us know before the class.

8.6 We're not responsible if you can't join or watch a class because of problems with your own device, internet connection or apps such as Zoom.

9. Photos and videos

9.1 We may occasionally take photos or videos during classes, retreats and events for our website and social media.

10. Mailing list and privacy

Mailing list

10.1 When you make an enquiry or a booking with AumYoga Academy, we'll add you to our mailing list so we can tell you about upcoming classes, retreats and events. This only happens if you haven't asked us not to: you'll have the chance to opt out when you enquire or book.

10.2 You can unsubscribe at any time using the link at the bottom of any of our emails, or by emailing academyaumyoga@gmail.com.

10.3 Emails will only ever come from AumYoga Academy. We'll never sell your details or pass them to other businesses for their own marketing.

Your personal information

10.4 Any information you give us, online or in person, is kept confidential. We'll only share it with trusted service providers who help us run AumYoga Academy, such as our payment, booking and email systems, and only as far as they need it to do that job. We'll never make your information public without your written consent.

10.5 We may share relevant health information with emergency services if that's needed to protect your wellbeing.

10.6 We handle all personal data in line with UK GDPR and the Data Protection Act 2018. You have the right to see, correct or ask us to delete the information we hold about you.

11. Liability

11.1 Nothing in these terms limits our liability for death or personal injury caused by our negligence, or anything else that can't be limited under UK law.

11.2 We're not responsible for loss of or damage to personal belongings brought to classes, retreats or events.

11.3 Your statutory rights as a consumer are not affected.

12. Website use

12.1 All content on this website, including text, images, logos and videos, belongs to AumYoga Academy or is used with permission. It may not be copied or reused without our written consent.

13. Changes to these terms

13.1 We may update these terms from time to time. The version on our website at the time of your booking will apply.

14. Governing law

14.1 These terms are governed by the law of England and Wales.

15. Contact

15.1 If you have any questions about these terms, please email academyaumyoga@gmail.com, call 07963702908, or write to us at 37 Ambleside Court, Clacton-on-Sea, Essex, CO15 6JL. For Face Yoga questions, you can also call 07732 413065.