

## Terms & Conditions

### 1. Session Bookings

Full payment is due at the time of booking. Your payment is non refundable and non transferable.

### 2. Missed Private Sessions

24 hours notice is required if you are not able to attend your session. If notice is under 24 hours your session will be charged.

### 3. Missed Group Sessions

If you are unable to attend one or more of your sessions during the term, let me know in advance and if space permits you are more than welcome to attend another class that is running concurrently with your course.

### 4. Changes

From time to time I may make alterations to sessions booked. This rarely happens but sometimes it is necessary due to circumstances beyond my control. If a change has to take place, I will offer suitable alternatives. If however none of the alternatives are convenient for you be rest assured I will offer you a full refund.

### 5. Health and Safety and Disclaimer

I care about your health and safety. If you have any doubts about your physical well-being or know that you are pregnant, please inform me before doing any type of activity. It goes without saying that it is essential for you to correctly follow instruction given at all times. Any failure to do so, especially if resulting in injury, will automatically mean you are exempt from any type of insurance covered by myself. By attending you agree to these terms and conditions and you hereby waive, release and discourage all claims that you may have against GSM for injuries of any manner from participation in the sessions run by GSM.

### 6. My customer service rocks x

I am proud to offer exceptional customer service and loyalty. I spend time getting to know you, your needs, wants and desires. I am here to serve and provide you with outstanding service and it is an honour to have the opportunity to share my knowledge, wisdom and passion. I am truly grateful that you have chosen Goddess Star Monroe and in this respect if you have a problem with any of my services, products and events I promise I will find a solution that puts you, my client, first.