

1. Terms and conditions of Facial, Massages, Shampooing Services and Meditation classes and one-to-ones

1) To avoid disappointment, all services, classes and one-to-ones should be booked online in advance. However, you can drop in at your own risk (That is to say, please be aware that if you try to drop into a class or service, there may not be a space or availability for you to attend or spot at that time). If, for whatever reason, the website is down, you should consider messaging to secure your place, or please turn up; under these scarce circumstances, we will try to get everyone into the class or service.

1.2) We provide water only at in person meditation sessions you will have to provide your own mat. Please note that sessions may fill up; booking via our online booking system is the best way to guarantee a space. Positioning or choosing your spot to practice during class is done on a first-come, first-serve basis. We do operate a 'my place' policy.

For Facial, Massaging and Shampoo Service we provide all materials.

(Please note to let it be known of any allergies to the staff and if you are uncertain have a skin test of the product before they are used.)

2. Terms and conditions of one-to-one and group sessions

2.1) Sessions/services must be paid for in advance or at session/service time unless agreed otherwise with the technician. Any changes to service/sessions times or cancellations must be made 48 HOURS in advance of the start time of the sessions/services by logging in to your booking on the website; otherwise, we cannot issue a refund or the ability to reschedule your class or one-to-one session.

2.2) Please note that your session lead/technician may have commitments straight after, so start and end times must be adhered to. If the client (you) is late for the session/service or one-to-one session, your lead/technician will welcome you and try to get you caught up with the session/service but reserves the right to ask you to leave the class at its scheduled finish time, without any proportionate refund. If there is a risk that you will disturb other



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members, you may be asked to wait for a convenient time to join the session or be asked to skip the session altogether (typically if more than 25% of the time of the session has elapsed).

2.3) Session attendees are encouraged to take responsibility for ensuring that they use the WhatsApp broadcast group to be notified of class changes and timings. Please ask Angel or Session Lead for access to this after paying for your first class.

2.4) Cancellation and refund policy for sessions booked through angeljscreations.com website.

If your instructor/s or mentor cannot run the class due to illness, an emergency, or something outside of their control, they will notify all via the class WhatsApp broadcast group (see point 5) . Please let us know at your first class if you do not have WhatsApp installed. In the unlikely event of the class being cancelled, we will automatically roll your credit onto the next class on the same day of the following week. Please let us know if you would like a refund here: customerservices@angeljscreations.com. Please allow seven days for a refund to be processed.

2.5) Any special offers, block bookings, or credits provided to attendees of group sessions are strictly nontransferable. These offers cannot be transferred to friends or relatives or converted into credit for private one-on-one sessions. All time or monetary offers are extended at the sole discretion of Angel and Session Lead as goodwill in the essence of supporting attendees. They may be subject to additional terms and conditions.

3) Rights Of Admission and Conduct

3.1.1. Our sessions are dedicated to maintaining a peaceful and supportive environment. If any individual's behavior disrupts this atmosphere or negatively impacts others, we may need to ask them to leave respectfully and with understanding. We are committed to fostering an inclusive space where bullying, unreasonable behavior, or marginalization are unacceptable. We advocate for mutual respect and kindness, ensuring every participant feels acknowledged and secure.

3.1.2. Angel and Session Lead consider it crucial that our gatherings are free from discrimination. This includes personal beliefs, faith, gender identity, sexual orientation, race, skin color, ethnicity, disability, parental status, national background, skills, employment, age (18 and above), marital status, political beliefs, socioeconomic status, health status, physical appearance, or any other characteristic that could lead to discrimination. We aim to create a welcoming space for all, where diversity is celebrated, and everyone can thrive without fear of judgment or exclusion from anyone.

3.1.3. It is vital that every participant feels welcomed and valued, regardless of their experience level, abilities, or how long they've been part of our group. We are committed to treating everyone equally, courteously, warmly, and respectfully. We encourage all members/clients to extend the same kindness and regard to one another.

3.1.4. We will not tolerate anyone making fun of another person's ability to perform any asanas or yoga movements. Respect and support for each individual's journey are paramount in our community. Should anyone engage in such behavior, we may ask them to leave respectfully and with understanding.

3.1.5. We reserve the right to use our experience to determine participants' eligibility for our sessions and to refuse entry at our discretion. For example, where we suspect the attending practitioner has been drinking or using substances

3.1.6. We maintain a zero-tolerance policy for aggressive, offensive, or abusive behavior towards instructors or clients/members during sessions/service. You will be asked to leave the session/service immediately if you engage in such conduct.

3.1.7 One-to-One Session/Service Eligibility

Attendance at any session, whether service/ meditation, does not guarantee or entitle participants to a one-to-one session/service. We reserve the right to assess and determine eligibility for one-to-one sessions/service on an individual basis.

3.1.8 Non-Transferability of Credits and Discounts Policy

Credits for or from session/service cannot be applied toward one-to-one sessions/service, and one-to-one session/service credits cannot be used for sessions/service. Both services are distinctly separate. Any offers or reduced rates are specific to either group sessions/service or one-to-one sessions and are not transferable between the two.

4) Health and Safety Policy

4.1.1 We prioritize the health and safety of all our participants. To ensure a safe and beneficial experience for everyone, we kindly ask you to adhere to the following health and safety policies in addition to any instructions given to you whilst attending class and performing any of the Asanas or meditation guidance or Facial/Massage/Shampoos:

(PLEASE NOTIFY SESSION LEAD/TECHNICIAN OF ANY ILLNESS/LIMITATIONS/ALLERGIES/CONDITIONS)

4.1.2 Pregnancy: Due to the specific nature of the exercises and meditation practices involved, individuals who are currently pregnant are advised to wait until after delivery to participate in our services. If you choose to attend a session when you are pregnant, this is entirely at your own risk.

4.1.3 Age Requirement for Yoga Sessions: Participants 12 - 18 years are welcome to attend our yoga sessions (only), provided that:

- They attend and remain within immediate 3-metre proximity of their legal parent or guardian at all times during the session.
- They have obtained prior consent from the Yoga instructor in writing
- The instructor will remind you of this obligation should the 3-metre rule be broken
- If the 3-metre rule is broken continuously, party members will be asked to leave the session
- All participants in meditation class are required to be 18+

4.1.4 Serious Illnesses: Individuals with serious illnesses are requested not to participate in any of our services without express clearance from a healthcare professional. This ensures that our services do not adversely affect your health. Additionally, we may require a risk assessment to be done with you before participating in any class of private session

4.1.5 Booking Agreement

By booking any service with us, you affirm that you have read and agreed to our Health and Safety Policy. Expressly, you confirm that:

- You do not currently have any serious illness; if you do, you have obtained express clearance from a healthcare professional to participate.
- You are not currently pregnant.
- Make known of any allergies or any skin conditions/abrasion/inflammation
- You will inform the instructor immediately of any changes in your health status.

- You are 18 yrs plus for meditation classes.
- You acknowledge the conditions for attending a meditation session or receiving services if you are not 18 years +

4.1.6 Your Well-being is Our Priority

We understand these guidelines may limit some individuals from participating in our services. We sincerely appreciate your understanding and cooperation in helping us maintain a safe environment for all. We are committed to offering alternative resources and support that can be safely accessed, taking into account the unique needs of every individual. Please feel free to reach out to us to discuss these options.

5. Safety and Security (New Clients 01/01/2025 onwards)

Terms and Conditions for discreet Visual Recording of Private One-to-One Sessions via CCTV

These terms and conditions outline the policies for the visual recording (without audio) of private one-to-one sessions via CCTV. This is implemented for the safety and protection of all parties involved.

5.0.1 Purpose of Recording • Visual recording of sessions is conducted to ensure the safety and security of both the client and the practitioner.

- The recordings will be used solely for monitoring and protection purposes and will not be shared or distributed without explicit consent unless required by law.

5.0.2 Consent to Record • By participating in a private one-to-one session, clients agree to be visually recorded via CCTV.

- Clients will be informed prior to the commencement of the session about the recording procedure.

5.0.3 Privacy and Confidentiality • All visual recordings are stored securely, and access is restricted to Angel & Session Lead.



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- No audio recording will be made to ensure the privacy of conversations during the sessions.

5.0.4 Data Protection • Visual recordings will be retained for a period of 30 days and then securely deleted.

- The storage and processing of recorded data will comply with applicable data protection laws and regulations.

Video will be deleted 30 days after session unless signed off by Angel J's and client/clients for social media/Session or Service training or explanation of sessions/services.

5.0.5 Access to Recordings • Clients may request access to their own recordings within the retention period, subject to verification and legal requirements.

- Requests for access should be made in writing and will be addressed within 30 days.

5.0.6 Security Measures • Appropriate technical and organizational measures are implemented to protect recordings from unauthorized access, loss, or destruction.

5.0.7 Limitations and Liability • While every effort is made to ensure the security and confidentiality of the recordings, we cannot be held liable for any unauthorized access or security breach beyond its reasonable control.

5.0.8 Changes to Terms and Conditions • We reserve the right to update or modify these terms and conditions at any time. Clients will be notified of any significant changes.

5.0.9 Contact Information • For any questions or concerns regarding the visual recording of sessions, clients may contact us directly at customerservice@angeljscreations.com

5.1.0 Safety and Security during classes and sessions

During any session or one on one sessions, all entrance and exit doors will be locked from the inside for your safety and security so that you can relax with peace of mind. If you need to leave a session, any door can be unlocked from the inside.

Any recording of any online session is forbidden to protect the privacy of all involved.



**** Disclaimer ****

6.1.1 Service Disclaimer

For your convenience, please find and read our services disclaimer before attending any of our classes or sessions _

6.1.2 Purchase Policy

Any purchase made is for our time, and that time is for your entertainment purposes.

****Clients acknowledge that they have read, understood, and agreed to these terms and conditions by participating in a private one-on-one session.**

**** Thank you for being so understanding**

Your cooperation is invaluable in creating a safe and empowering space for everyone. We look forward to participating in your journey to well-being and personal growth.

Any questions?

Please don't hesitate to contact customerservice@angeljscreations.com or 214-283-9387