

Rules of operations

White Sage Therapy

White Sage s.r.o.
Blíževedly 34, 471 04
ID: 07923180
DIC: CZ07923180

company registered in the Commercial Register maintained by the Regional Court in Ústí nad Labem, Section C, Insert 43229

STUDIO ADDRESS: White Sage Therapy, Divadelní 24, Staré Město, 110 00 Prague 1

OPERATING CONDITIONS:

I.

Every client is obliged to familiarize himself with the Rules of Operations of White Sage Therapy. By purchasing a one-time admission, course, workshop or credit, the client confirms that he/she has read the Operating Regulations and undertakes to fully respect and abide by them.

II.

Each client is required to present the name on which the purchased credit or workshop or one-time lesson is recorded in the system upon entry. The current price list of services is available on the website. Properly paid admission entitles the client to enter the studio premises and use its facilities or services. A purchased credit, workshop or single entry is tied to a name and is therefore valid for one person only and is non-transferable.

III.

White Sage Therapy Studio is open according to the current hours of operation as listed on the website www.whitesagetherapy.cz.

IV.

Attendance at a class can be booked using the reservation system located on the White Sage Therapy website. Online booking is only possible after a valid entry has been purchased. Lessons are led by qualified instructors. If any event occurs that makes it impossible to provide the services offered, the Operator is entitled to cancel the scheduled lessons and announce this on the website or social media.

V.

CANCELLATION OF LESSONS, COURSES, WORKSHOPS

CANCELLATION POLICY

Cancellation fee for yoga classes

If the client does not show up on time for the booked yoga class, or if the class is not cancelled by him/her on time in the online booking system, the studio will claim a refund of 100% of the class price.

A booked yoga lesson can be cancelled 3 hours before the start of the lesson in the reservation system. In case the client does not show up for the lesson, the full lesson will be charged.

Fee for cancellation or rescheduling of room rental

0% of the price when cancelling or rescheduling a room hire more than 14 days before the event.

50% of the price when cancelling or rescheduling a room rental more than 7 days prior to the event.

100% of the price when cancelling or transferring a room rental in less than 3 working days.

Cancellation fee for other events (workshops, courses, special classes, lectures, certification programs or events)

100% of the event price for **special classes** cancelled less than 24 hours (1 day) prior to the scheduled event.

100% of the event price for **workshops** cancelled less than 72 hours (3 days) before the start of the scheduled event.

100% of the event price for **courses** cancelled less than 168 hours (7 days) before the start of the scheduled event.

You may transfer your place to another person.

Registration for these other events is possible through our reservation / booking system. If you purchase an event from your credit, the full fee will be deducted immediately and is subject to the applicable cancellation policy above. In case of purchasing the event via payment gateway or by bank transfer, the full amount must be credited to our account within 5 days, otherwise your booking will be automatically cancelled. We will send you a confirmation of payment upon receipt of payment. Should you have paid the amount and not received a confirmation email, please contact us.

By logging into the reservation system you agree to the cancellation policy.

VI.

Clients are provided with lockers in a designated separate cloakroom. The client must empty the locker when leaving the changing room. The client is responsible for the key and locker while in the studio. If the key is lost or the lock is damaged, a fee of 100 CZK will be charged. **The operator is not responsible for valuables stored in the wardrobe (personal documents, keys, valuables, jewellery, money, credit cards, laptops, etc.).** If personal belongings are stolen or lost, the client is obliged to immediately inform the reception staff and contact the Police of the Czech Republic. Later or additional reporting of theft or loss will not be taken into account.

VI

Each client is obliged to follow the instructions of the staff. Entrance to the room is only allowed without shoes. While practicing the relevant sports activity in the studio, he/she must not endanger his/her health or the health of other clients. Furthermore, it is forbidden to pollute the premises in any way.

VIII.

Clients use all facilities and equipment of the Operator at their own risk. Clients may also contact the studio operator or instructor if they need answers to questions related to the equipment.

IX.

Each client is fully responsible for his/her health condition. White Sage Therapy Studio is not responsible for the health condition of its clients.

Each client is also required to follow the instructor's instructions pertaining to exercise and equipment. Failure to do so will not be the responsibility of the Operator for any injuries or accidents incurred. Any injury must be reported immediately to the reception staff or any instructor present. The client must not endanger his/her health or the health of other participants during the sporting activities.

A basic first aid kit is available at the studio reception.

X.

At the end of the lesson, each client must clean up the borrowed equipment.

XI.

Clients are obliged to follow the relevant fire regulations, to treat the Operator's property responsibly and to maintain order in the studio premises.

It is forbidden to:

-smoking

-consume alcoholic beverages or other narcotic or psychotropic substances

XII.

Clients are liable for damages caused by violation of the Operating Regulations, for loss or damage to the Operator's property in full, even if the damage was caused by unintentional actions.

XIII.

Emergency telephone lines:

If you become aware of an emergency (fire, accident with release of hazardous substance, etc....) that threatens persons, property, animals or the environment, call the telephone number immediately:

150 FIREFIGHTERS

Fire Brigade of the Czech Republic

Emergency medical services assistance is required for all life-threatening conditions on the telephone line:

155 EMERGENCY

Emergency Medical Service

If you witness a traffic accident or the commission of a crime, call the following telephone number:

158 POLICE

Police of the Czech Republic