

Holistic Flows Yoga LLC
Jackie Herman, RYT 500
Terms & Conditions

By enrolling as a student or as an organization in partnership with Jackie Herman (Holistic Flows Yoga LLC) you agree to the terms and conditions as laid out below and posted on our website: www.holisticflowsyoga.com

GENERAL TERMS

- I. All purchases that have not been cancelled within the cancellation policy window, or within the terms listed on the event contract are non-refundable. If you are unable to attend and would like to roll over your purchase to another date, please contact Jackie Herman at hello@holisticflowsyoga.com
- II. Class/event begins at the scheduled time, unless you are informed otherwise. If group class or private session, please make an effort to arrive at least ten minutes prior to the start of class, to avoid disruption. Our schedule is subject to change without prior notice; please check the posted schedule or social media for any updates or changes. Jackie Herman (Holistic Flows Yoga LLC) is not required to refund, transfer, or provide compensation of any kind for missed classes, but will make exceptions on a case-by-case basis. If you need to make a cancellation, please email hello@holisticflowsyoga.com
- III. Payment is to be made upon booking. If dropping in or attending a pop-up class, payment must be made via cash or Venmo (@Jackie-Herman) prior to the start of class. If purchasing a course (online or in person), credit card, cash or Venmo is accepted, and must be paid according to the payment terms of the specific course.
- IV. Jackie Herman (Holistic Flows Yoga LLC) is not responsible for the safekeeping of your personal belongings while you attend any class or workshop.
- V. By signing up for classes, you agree that you have been examined by a qualified medical practitioner within the past six months, and have been approved by this practitioner to be of good health, making you safe and physically able to perform all yoga classes.
- VI. It is the responsibility of the student to notify teachers of any previous injury, illness, or conditions that may impact their practice. You have the opportunity to report any injuries or conditions on your liability waiver (signed when taking your first class with Jackie Herman, Holistic Flows Yoga LLC, and found [here](#)).
- VII. Classes with Jackie Herman, Holistic Flows Yoga LLC may be physically strenuous. You are voluntarily participating in them and have full knowledge that you hold the risk of personal injury, property loss or death.

- VIII. You will follow all yoga-related instructions given to you by Jackie Herman, Holistic Flows Yoga LLC and any associated teachers during class, and you acknowledge that failure to do so will be at your own risk, and may cause injury.
- IX. By attending classes with Jackie Herman, Holistic Flows Yoga LLC, you agree that neither you, your heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Jackie Herman, Holistic Flows Yoga LLC or its members for personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.
- X. Jackie Herman, Holistic Flows Yoga LLC reserves the right to refuse entry to any person, for any reason, stated or not stated.
- XI. Price increases are to be expected on an annual basis (or another reasonable timeframe), reflecting any increases in cost and benefits.
- XII. Terms, Conditions, and Fees are subject to change without prior notification.
- XIII. By booking a class, workshop or event with Jackie Herman, Holistic Flows Yoga LLC, you are automatically agreeing to the above terms & conditions.

CLASS, WORKSHOP AND EVENT BOOKING & CANCELLATION POLICY

- I. If you do not show up for a class, Jackie Herman (Holistic Flows Yoga LLC) is not required to refund, transfer, or provide compensation of any kind for missed classes, but will make exceptions on a case-by-case basis. If you need to make a cancellation, please email hello@holisticflowsyoga.com.
- II. Workshop and event cancellations must be made 24 hours prior to the start of the reserved workshop or event, unless stated otherwise in the workshop or event description/place of booking. If you do not attend or cancel within 24 hours of start time, you will be fully charged for the workshop and will not be able to use the credit for a future workshop.
- III. Workshops, events, and trainings are non-refundable. Jackie Herman, Holistic Flows Yoga LLC, can make exceptions on rare occasions, for specific cancellation reasons.
- IV. Credits will not be provided for enrollments canceled by student, unless otherwise approved.
- V. Please cancel if you are unable to attend a class or workshop to make your space available to others. To cancel, email hello@holisticflowsyoga.com.

YOGA CLASSES

- I. Gear to bring: yoga mat, a block and strap if you have your own, and a water bottle.

- II. Please refrain from bringing your phone into the lesson.
- III. Please review our Studio Etiquette in advance.

MULTI-CLASS PACKAGES

- I. Multi-class packages will be available for purchase. Upon approval, purchased packages that have not yet been used may have the dollar amount of the package transferred to account credit or a different package, only when any difference in dollar value is paid upon the transfer.
- II. Class packages will expire 1 year from purchase.
- III. Class packages cannot be shared between students.
- IV. Unlimited month packages expire 30 days after activation.
- V. Unlimited year packages expire 365 days after activation.

NEW STUDENT / INTRODUCTORY OFFERS

- I. New student specials are only available to brand new students, no matter how long it has been since you have been to a class with Jackie Herman, Holistic Flows Yoga LLC.
- II. Only one per student is permitted, unless otherwise noted.
- III. All promotions are non-transferable and non-returnable and cannot be shared.
- IV. Clients found to be purchasing an introductory offer more than once are to be charged any additional class costs they may have incurred.

GIFT CARDS

- I. Gift cards can be redeemed for classes, workshops, programs, and/or retail purchases.
- II. Gift cards are non-refundable and not redeemable for cash.

If you have any additional questions, please email hello@holisticflowsyoga.com.

Privacy Policy

WHO ARE WE?

Jackie Herman, owner Holistic Flows Yoga LLC.

Website: www.holisticflowsyoga.com

Email: hello@holisticflowsyoga.com

WHO DO WE CONTACT?

Jackie Herman, Holistic Flows Yoga LLC and hello@holisticflowsyoga.com will only contact individuals who give us consent. Consent may be given by contacting us through our website, creating a Member Vault account (ie: for online courses), text message consent through messaging platforms, or by purchasing one of our products or services.

WHAT INFORMATION DO WE COLLECT AND WHERE IS IT STORED?

- I. Personal Data: Your first name, last name, phone number (optional), and e-mail address as provided by you contacting us through www.holisticflowsyoga.com or by emailing it to hello@holisticflowsyoga.com.
 - This information is stored in:
 - i. Google: If you provided us with your first name, last name, e-mail address, and phone number by filling out the contact us form on our website, your information may be stored on Jackie Herman, Holistic Flows Yoga LLC, GoogleDrive. [Click here](#) for Google's Privacy Policy.
 - ii. Wix: If you provided us with your first name, last name, e-mail address, and phone number by filling out the contact us form on our website, your information is collected and stored on Holistic Flows Yoga LLC's Wix Platform. [Click here](#) for Wix's Privacy Policy.
 - Your information can only be accessed by Jackie Herman.
 - This information is stored in order to contact you about any potential account-related or class-specific issues.
- II. Personal Data: Your full name, date of birth, cell phone, email address, emergency contact name and phone number, provided by you when completing a Liability Waiver prior to your first class with Jackie Herman, Holistic Flows Yoga LLC. See a copy of this form [here](#).
 - This information is stored in:
 - i. Google: If you provided us with your first name, last name, e-mail address, and phone number by filling out the contact us form on our

website, your information may be stored on Jackie Herman, Holistic Flows Yoga LLC, GoogleDrive. [Click here](#) for Google's Privacy Policy.

- ii. **Wix:** If you provided us with your first name, last name, e-mail address, and phone number by filling out the contact us form on our website, your information is collected and stored on Holistic Flows Yoga LLC's Wix Platform. If you make a payment through www.holisticflowsyoga.com, you will have the option to save your payment information. This information will be stored by www.wix.com. [Click here](#) for Wix's Privacy Policy.
 - iii. **Square** – If you pay an invoice via our point-of-sale scanner (Square), you may be asked to store your credit card information. This will be completely voluntary and will simply allow for easier repeat purchases with Jackie Herman, Holistic Flows Yoga LLC, to be authorized by you.
 - If you subscribe for any monthly auto-renew memberships you will be asked to give consent through the appropriate processor to store your credit card information for future billing. Should you ever cancel your auto-renew, you can email hello@holisticflowsyoga.com to delete your stored information.
 - Your information can only be accessed by Jackie Herman.
 - If you would like any of your information deleted, please email hello@holisticflowsyoga.com.
- III. All such information is strictly protected and used only for delivering the content and products the user has signed up for or purchased. This information is never used for other purposes and is never shared with third parties for their own use. This data can be deleted at the request of the consumer as long as it is in compliance with the signed contract.

PROCESSORS/VENDORS USED WHO COLLECT INFORMATION:

Jackie Herman, Holistic Flows Yoga LLC and www.holisticflowsyoga.com uses some processors/vendors as part of this business. These include:

- I. **Wix** to host our website, www.holisticflowsyoga.com where you may enter contact information to ask a question or subscribe to emails.
- II. **Square** to process payments when you purchase a point-of-sale item through our credit card reader.
- III. **Venmo** to collect payments for pop-up classes, merch, etc.
- IV. Jackie Herman, Holistic Flows Yoga LLC does not share your information with these processors/vendors. Information will only be provided to these processors by YOU in order to sign-up on these sites. The information collected by these processors is

stored by them. Click the links to be taken to the privacy policies of the associated processors.

EXISTENCE OF INDIVIDUAL RIGHTS:

As a consumer of products and services offered by Jackie Herman and www.holisticflowsyoga.com you have the following rights:

- I. Access to your personal data – you are informed what data is stored, and where, and how to inform us to delete your personal data.
- II. To correct your personal data where it is found to be incorrect or incomplete.
- III. To delete personal data whenever it is no longer necessary to uphold any signed contracts.
- IV. Suspend processing of personal data, in compliance with any signed contracts.
- V. Withdraw consent at any time, in compliance with any signed contracts.
- VI. Object to processing in compliance with any signed contract.

ANONYMOUS USAGE HISTORY (NON-PERSONAL DATA):

This information is limited to the history of activities that you engage in while on our site, www.holisticflowsyoga.com. It does NOT include any personally identifiable information (PII).

There is a small subset of history that is used with third parties, such as Google or Facebook, for the purpose of measuring and improving the efficacy of advertising campaigns. Some of these third parties aggregate such information across many websites. This allows them to identify users who are more likely to be interested in specific offerings for advertising purposes. Please see the privacy policies of [Google](#), and [Facebook](#) for more information.

WHAT ARE COOKIES AND HOW ARE THEY USED?:

Cookies: Like many commercial sites, our site, hosted through Wix, uses standard technologies called "cookies" and clear GIFs to collect information about how our site is used. A cookie is a small data text file, which a website stores on your computer's hard drive (if your web browser permits) that can later be retrieved to identify you to us. Cookies were designed to help a website recognize a user's browser as a previous visitor and thus save and remember any preferences that may have been set while the user was browsing the site. A cookie cannot be read by a website other than the one that set the cookie. A cookie cannot pass on a computer virus or capture any of the Personally Identifiable information. There are ways of turning cookies off on your computer. If you

do this, it could impact your experience on websites. Please view Wix's policy on cookies [here](#).

DISCLAIMER:

This policy may be changed at any time by Jackie Herman, Holistic Flows Yoga LLC and www.holisticflowsyoga.com's discretion. If we should update this policy, we will post the updates to this page on our Website. This policy was revised September 30, 2020.

For more information, to make a comment or complaint, ask questions, or delete your data, please contact:

Jackie Herman, hello@holisticflowsyoga.com