



# TERMS AND CONDITIONS

## GENERAL CONDITIONS

### PAYMENT MODALITIES

#### 1) MONTHLY SUBSCRIPTIONS:

- Requires payment of: A) registration fee in the studio (only for in-person classes) + B) monthly fee (at least once a week) for each teacher you practice with, from the date you register until you cancel your registration, except for August (only paid by students who choose to take classes that month);
- Places are allocated to students in the order in which they sign up for a particular timetable and according to the amount paid;
- The payment must be made to the teacher(s) with whom you practice and in accordance with that teacher's current price list, between the 1st and 5th of each month.
- The teacher(s) with whom you practice will be entirely responsible for providing you with a receipt for the amount paid, which should be requested from them;
- In-person classes at the studio are covered by Mapfre personal accident insurance - Policy: 2601991400102/0;
- In case of cancelation, the amounts paid will not be refunded or compensated.

#### Interruption of Classes and Cancellation of Registration

- If you wish to stop practicing, you must notify your teacher by email until the last day of the month in which you are still enrolled. Payment will be charged up to and including the month of notice.
- Payment of the monthly subscription can be interrupted for one or more months, but the interruption does not guarantee your spot.

#### Absences and Compensation

- Students are entirely responsible for any absences, and the teacher(s) with whom they practice will not refund any of the fees paid;
- However, missed classes can be made up until the end of the month in other timetables with the same teacher, as long as the payments are up to date (it is not possible to "exchange" the payment of a monthly fee for a month of compensation classes).

#### Class period

- Classes run throughout the year. You can sign up at any time;
- Unless otherwise advised, there are no classes on the following dates: national and local holidays; December 24th and 31st; Carnival Monday and Tuesday, Easter Saturday.
- Regardless of holidays and periods without classes, tuition fees are always the same. Just as the price is not increased when the month is longer, it is not decreased when it is shorter;
- In August, Aravinda Yoga Shala may operate with reduced timetables and/or online classes only.

#### 2) CLASS CARDS:

- There is no link to any timetable, and attendance at classes is subject to the number of places available at the time of booking them;
- Each card can only be used with 1 teacher, within the stipulated period of validity;
- In case of cancelation, the amounts paid will not be refunded or compensated.

## **GENERAL RECOMMENDATIONS FOR IN-PERSON AND ONLINE CLASSES**

- It is important to regularly assess your state of health and inform us of any restrictions you may have. You must make sure beforehand that you have no contraindications for the activity you intend to do (the same applies to your under age practitioner who might be taking the classes). You are entirely responsible for any material, physical or psychological damage that may arise during the course of the classes;
- Please arrive 10 minutes early for the studio class / 5 minutes early for the online class, so that you have time to prepare for the class;
- Please keep your cell phone off during class;
- For comfort during practice, avoid using intense perfumes and ornaments (watches, necklaces, earrings, etc.);
- If you perspire a lot, you should use a medium-sized towel to protect the props.
- It is recommended that you come to class on an empty stomach (about 3 hours after a meal);
- You should check your teacher's price list and specific conditions, as they may vary from Aravinda' general conditions.

## **SPECIFIC CONDITIONS – ONLINE CLASSES**

- A drop-in or monthly payment gives you access only to one device (computer / tablet / mobile phone). Several people in the same house can share a single payment, using the same device during a class;
- It is advisable to keep your camera on during class. These live-stream classes are interactive, assuming that the teacher can see if the practitioners are following the class and give them any suggestions or particular corrections when necessary;
- During class you will need to keep your microphone off to reduce background noise;
- As the teacher is not physically present to assist you in performing the postures, the effort used during the practice must be balanced to avoid exceed the limits of what is comfortable and safe for you or for your under age practitioner! In situations of instability or discomfort in any posture, it is better not to do it, avoiding the risk of being injured; Online classes are not covered by personal accident insurance.

**Aravinda Yoga Shala reserves the right to change the conditions described above whenever needed. The updating information and our Privacy Policy can be found at: [www.aravindayogashala.com](http://www.aravindayogashala.com).**



# PRIVACY POLICY

## **Why this Privacy Policy?**

At Aravinda Yoga Shala we respect your privacy and appreciate your trust in us! We adhere to the global awareness of user data protection in accordance with the General Data Protection Regulation (RGPD) 2016/679 of the European Parliament and of the Council of 27 April 2016.

This Privacy Policy aims to inform the users and interested in our services, about the general rules of privacy and processing of personal data, in accordance with the General Data Protection Regulation (RGPD).

Please read this Privacy Policy carefully. To make your personal information available to us, it requires your acceptance of the conditions below.

## **Who are we?**

Aravinda Yoga Shala is a center dedicated to the teaching of Yoga and other disciplines that promote personal development, health and physical and mental well-being.

We provide regular classes that take place throughout the year, as well as occasional activities such as workshops, retreats and various events.

## **What is personal data?**

When we refer to personal data we refer to any information relating to an identified or identifiable person.

## **What personal data do we collect?**

At Aravinda Yoga Shala we may collect various types of personal data such as: name, ID number, taxpayer number, email address, mobile phone number and address.

This data is collected according to the nature of the activity in which users wish to participate.

The data are voluntarily provided to us by users when they subscribe to our newsletter or when they participate in some activity organized by us by filling out a form.

During any activity organized by us (regular classes, retreats, courses, events, etc.) we may make the image registration, through photographs and videos, which will only be used for promotion purposes and published on the internet with prior consent.

## **Why do we collect your personal data and what is its purpose?**

The collection of personal data in Aravinda Yoga Shala has different purposes:

A) Manage students and classes during the duration of the activity:

- issue payment receipts;
- activate personal accident insurance;
- communicate with users by sending them information concerning the activities they subscribed;

B) Promote our services by sending to users and interested in our services, newsletters and information about events and news of Aravinda Yoga Shala, which may be of your interest;

C) Promote our services, by using the image of the users of our services (in the form of photography or video) collected in some activity organized by us.

Therefore, by voluntarily providing your personal data through forms, e-mail or other electronic means, you authorize Aravinda Yoga Shala and teachers to process personal data and accept that they may be transferred to insurance, financial and communication entities, exclusively for the purposes indicated above. All data is treated with total confidentiality and is not accessible to third parties for purposes other than those mentioned above.

By giving your consent to the use of your image (photograph or video) collected in any activity in which you are present, you accept that it may be published on the internet (website, facebook, instagram, etc.) or used in other communication media (flyers, event posters, etc.), for the purpose of publicizing our activities.

### **What are the legal grounds for processing your personal data?**

The collection and processing of your personal data is based primarily on the service relationship we have with you. When we send you our newsletters or when we use your email address or mobile number to contact you in person, it is based on our legitimate interest to provide you with the highest quality services and to send you some important information about the activity in which you participate or want to participate, or other news and general information that may interest you.

### **Who are the recipients of your personal data?**

All data collected is processed automatically and is intended solely for the internal use of each teacher as well as Aravinda Yoga Shala.

### **Under what circumstances is data communicated to other entities?**

Within the scope of our activity, we may use other entities to carry out legal formalities, namely:

- Moloni billing platform, for issuing electronic receipts, and their communication to the Tax Authority;
- Mapfre Insurance Company, with whom we have a personal accident insurance contract for our users;

You should refer to the respective privacy policies of the above entities.

### **Where do we store your data?**

The personal data we collect is securely stored in our archives and in the database of companies that send emails (Gmail and Mailchimp) and the company responsible for online scheduling (Acuity Scheduling) - please refer to their privacy policies.

### **How long do we store your data?**

Personal data will be kept in the Aravinda Yoga Shala and Teachers database until otherwise indicated.

### **Who is the data controller?**

The collection and processing of personal data is done by Aravinda Yoga Shala, as an entity that develops activities related to personal development and well-being that, in this context, decides which data is collected, its means of processing and for what purposes it is used.

For any question regarding the processing of your personal data, please contact: [Joana Menano - aravindayogashala@gmail.com](mailto:Joana.Menano-aravindayogashala@gmail.com)

### **What are your rights?**

According to the law, the owner of the personal data has the right to access, rectify, modify or cancel the authorization given to us by sending an email to the teacher with whom you subscribed for any activity, or to Aravinda Yoga Shala (aravindayogashala @ gmail with).

In case of breach of data protection, the data subject may send a complaint to the National Data Protection Commission.

### **How can you be informed of any changes to the Aravinda Yoga Shala Privacy Policy?**

Aravinda Yoga Shala reserves the right, at any time, to readjust or amend this Privacy Policy, and these changes will be properly disclosed on our various media.

Just check our website: [www.aravindayogashala.com](http://www.aravindayogashala.com), where all the information about our Privacy Policy is always updated.

For any matter related to the processing and use of personal data, you may contact us by the following means:

**Mobile Phone:** 917885768

**Address:** Rua Garrett 80 - 4th, 1200-204 Lisbon

**Email:** [aravindayogashala@gmail.com](mailto:aravindayogashala@gmail.com)



ARAVINDA YOGA SHALA

## ALTERNATIVE DISPUTE RESOLUTION

In case of dispute the consumer may resort to a Consumer Alternative Dispute Resolution Entity

Article 18 of Law No. 144/2015 of 8 September

### **Lisbon Consumer Conflict Arbitration Center**

Rua dos Douradores, 116 – 2, 1100-207 LISBON

Phone: 21 880 7030

Email: [juridic@centroarbitaduralisboa.pt](mailto:juridic@centroarbitaduralisboa.pt)

[director@centroarbitaduralisboa.pt](mailto:director@centroarbitaduralisboa.pt)

Website: [www.centroarbitaduralisboa.pt](http://www.centroarbitaduralisboa.pt)

More information on the Consumer Portal: [www.consumidor.pt](http://www.consumidor.pt)

