

# Lighthouse Tai Chi® Terms & Conditions



1. For Students
2. For Clients & Hire Agreements
3. Lighthouse Events
4. Lighthouse Downloads & Online Resources

**1. Students Terms & Conditions:** When you first attend a class with us, you will be given a full list of terms & conditions with a safety guide before taking part. It is your responsibility to read this, abide by the terms and keep the sheet for future reference.

If you are attending at a leisure or community centre, where you pay the centre for the class, you will need to give your full contact details to the centre and abide by their terms and conditions. In the event of an accident or complaint, this is where you need to go first to register the information with them.

**We accept no responsibility for the place allocation or booking systems of our clients.** We recommend clarifying the system with the venue you attend. You are the client of the centre you attend and not of Lighthouse Tai Chi®.

Where Lighthouse Tai Chi® take bookings direct, the places are allocated on payment and **there is no refund or transfer of fees for non-attendance.** A registration form is required which will be given to you at your first class.

The limit on the number of spaces available at each session depends on the size of the room, our student to tutor ratio for safe instruction and the insurance regulations for instructors' liability. This is also for your safety and the effective delivery of our teaching program.

**Our register of names is an attendance record for our insurance purposes** and does not mean you will be guaranteed a place. We understand that you have registered your participation with the Centre you attend and have provided your name, address and contact phone number. Also, that you have made any required declaration regarding Covid-19 and vaccinations, as requested by the Centre under their terms and conditions.

***You must be physically and mentally able to take responsibility for yourself or attend with a responsible carer.***

**Answer Yes or No to the Following Questions:**

1. Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor?
2. Do you feel pain in your chest when you do physical activity?
3. In the past month, have you had chest pain when you were not doing physical activity?

4. Do you lose your balance because of dizziness or do you ever lose consciousness?
5. Do you have a bone or joint problem that could be made worse by a change in your physical activity?
6. Is your doctor currently prescribing drugs (for example, water pills) for your blood pressure or heart condition?
7. Do you know of any other reason why you should not do physical activity?

**If You Answered Yes:** If you answered yes to one or more questions, or are older than age 40 and have been inactive, or are concerned about your health, **consult a physician** before taking part in our classes. You should ask for a **medical clearance** along with information about specific exercise limitations you may have. **Get Your Doctor's Clearance:** If you have any injuries, illnesses or conditions, or are on any medications, talk to your doctor to make sure it's okay to exercise. Some medications may affect your heart; it's important to know how this relates to your participation.

**Lighthouse instructors cannot give you any medical advice or physiotherapy instruction.**

**Behaviour:** students are responsible for their own behaviour. Disrupting the session or preventing others from learning or enjoying the session is anti-social behaviour and the student will be asked to leave. Students are expected to learn tai chi with people of all ages, backgrounds, abilities, and cultures. **It is never acceptable to make another student, or the instructors feel uncomfortable or unwelcome. This will result in a ban from our classes and events.**

Bans are also enforced if a student is intoxicated or under the influence of drugs, commits an illegal act whilst attending a class, behaves in an abusive, violent, or threatening manner towards the tutor, other staff or any other student **at any time**; disrupts the classes or causes any injury to others or damage to the premises or equipment.

Lighthouse Tai Chi® Lighthouse Qigong® & Lighthouse Aqua Tai Chi® are UK Registered Trademarks. All documentation, resources, images, and videos are copyright protected. Please see our website for further information. Any use of our online or download resources is at your own risk.

**Data Protection:** There is no database of your personal records and your phone number is not registered in our phone. All information is stored in line with current UK Data Protection. No information is shared or sold to anyone else. All records are kept as confidential. **We will use your email address to contact you about the tai chi sessions, invite you to LHTC events and to send you learning resources. You will receive a welcome email.** You may request to be removed from our email list at any time. Please note we are not responsible for any emails as a result of illegal access to our files.

**2. Client Terms & Conditions:** these are subject to any contract and agreement in writing, provided by Lighthouse Tai Chi®, signed or unsigned. Once an invoice is paid with these terms in place, it is considered a legal contract.

Fees are calculated on number of sessions booked, travel and overhead costs and subject to review. We consider our terms to be fair for all parties ensuring that Lighthouse Tai Chi® is trading ethically and provides fair payment to its instructors, suppliers, and contractors. One-off bookings will be subject to premiums against risk.

Certificates of insurance will be provided to clients and other qualifications relevant to the service provided will be made available.

The student to instructor ratio is set for safety, effectiveness of teaching and insurance protocols. We provide risk assessments, promotional support and more as part of an overall service to our clients.

Our instructors work for Lighthouse Tai Chi® and are not at any time 'casual staff' or employees of the client, nor are they subject to any disciplinary procedure. Complaints about our instruction must comply with the terms provided in writing by Lighthouse Tai Chi®.

Lighthouse is an independent business and Registered Trademark brand. We comply with our insurance requirements and our independent trading status. We will endeavor to support our clients with any compliance or complaints procedure without extra cost to the client.

### **3. Lighthouse Events Terms & Conditions**

**Booking conditions:** only places booked and fully paid for in advance will be allocated. Places are allocated on payment only, first come first served basis. There will be no on the door sales. **Payments are non-refundable.**

**Cancellation policy:** you may sell your place to someone else and inform us of the name change, with no fee or cost. If LHTC re-sell your cancelled place, there is a £5 admin fee per person. **If LHTC cannot re-sell your place, there is no refund.**

**Copyright:** all printed and visual material provided is the exclusive copyright and intellectual property of Lighthouse Tai Chi® Copying and sharing this material without our permission will result in legal action against you, to protect our intellectual property, and a life-time ban from our classes and events.

Our behaviour and safety policies for classes apply equally for events.

### **4. Downloads and online class purchases:**

All participation and use of our download and online resources is at your own risk. In the event that you lose access to files you have purchased please, contact us and we will send them again. There is no refund for purchases once the resources are provided. It is your responsibility to ensure that your device is working correctly, is compatible with the files and that you know how to use it. Lighthouse

accept no liability for damage or device failure as a result of downloading or viewing our products.

**We cannot give you technical advice about your device.**