

Terms & Conditions

Thrive with Sarah Capewell

Yoga · Pilates · Breath work · Meditation · Reiki · Menopause & Self Development Coaching

Mind · Body · Breath · Transform

Last updated: 16 September 2026

These terms apply to all classes, class passes, workshops, retreats, online courses and one to one sessions booked with Thrive with Sarah Capewell ("I," "me," "my"). By booking, you agree to them, so please do read them. If anything here worries you or isn't clear, contact me before you book and I'll happily explain.

1. Registration before your first session

- 1.1** Everyone must complete a registration form before their first session with me, whether that is a weekly class, a workshop, a retreat or a one to one session. This applies to workshops and retreats even if you have never attended a weekly class.
- 1.2** The form asks about injuries, recent surgery, pregnancy, medical conditions and anything else that could affect how you move. I need this in order to look after you properly and to offer you the right options. It also collects your contact details and an emergency contact.
- 1.3** If your registration form has not been completed, I may not be able to let you take part. Please complete it as soon as you book rather than on the day.
- 1.4** If your health or circumstances change at any point after registering, please tell me before your next session.

2. Booking and payment

- 2.1** A place is only held once payment has been received in full. Payment plans and instalments are not offered for classes, passes or one to one sessions.
- 2.2** Clients are responsible for booking their own classes through the booking system, and classes are subject to availability.
- 2.3** Prices are as shown at the time of booking. Any price change will not affect a booking already paid for.

3. Class passes

- 3.1** A 5 class or 10 class pass is valid only for the calendar month in which it is bought. Unused classes do not roll over into the following month and have no cash value.
- 3.2** Once you have bought a pass, I will let you know how to book your classes.
- 3.3** Passes are personal to you. They cannot be shared with, or given to, another person.
- 3.4** Passes are non refundable.

4. Changes and cancellations by you

- 4.1 All bookings are non refundable.** This applies to single classes, class passes, workshops, day retreats, online courses and one to one sessions. Please only book when you are confident you can attend.

- 4.2 The 24 hour transfer window.** This applies to weekly classes only. Class bookings are not refundable, but they can be moved. If you cannot attend, you may transfer your booking to another available class provided you give me at least 24 hours' notice before the scheduled start time. Notice must be given by email or message, and is only valid once I have replied to confirm it.
- 4.3** Inside 24 hours, a class place is forfeited and cannot be transferred, moved, credited or refunded. This is not meant unkindly. Once we are inside 24 hours the space has been held for you and can no longer be offered to anyone else.
- 4.4 Workshops and day retreats.** Workshop and day retreat bookings cannot be transferred, moved or credited once booked, however much notice is given. Venue, catering and materials are committed well in advance, so please only book when you are sure you can attend. Residential retreats have their own booking terms, which I will give you before you book.
- 4.5** Failing to attend without notice (a “no show”) is treated as attendance. No transfer, credit or refund will be offered.
- 4.6** A class booking may only be moved once. Transfers are a courtesy, not a right.

5. One to one sessions (in your home)

- 5.1** One to one yoga, Pilates, breath work, Reiki and coaching sessions take place in your own home, available in person in Halesowen and the surrounding areas. An initial consultation is included, and a registration form is required before your first session.
- 5.2** Full payment is required in advance to secure your booking. Sessions are non refundable.
- 5.3** Sessions may be transferred to another available date with a minimum of 24 hours' notice. Requests made within 24 hours cannot be accommodated, and missed appointments and late cancellations are charged in full.
- 5.4** Please make sure there is a clear, safe space to work in, free of trip hazards, with room to lie down and extend your arms in all directions. I reserve the right to end a session, or decline to begin one, if the space or situation is not safe for either of us; in that event the session is treated as attended.
- 5.5** Sessions are one hour unless agreed otherwise.

6. Arrival and late arrival

- 6.1** Please arrive a few minutes before the start time so you have time to settle. Please allow more time than you think you need, particularly for a venue you have not been to before.
- 6.2** Late arrival does not entitle you to a refund, transfer or extension of the session.

7. Cancellations by me

- 7.1** If I have to cancel a class, workshop or retreat for reasons within my control, you will be offered either a full refund or a transfer to an alternative of equal value, whichever you prefer.
- 7.2 Events outside my control.** Occasionally a class, workshop or retreat cannot go ahead because of something outside my control, such as illness, venue closure or a venue going

out of business, severe weather, flooding, fire, a pandemic or public health restrictions, a natural disaster, or any other event beyond my reasonable control. If this happens I will let you know as quickly as I can, using the contact details you gave when booking, so please keep them current. The costs of running a session are paid in advance and cannot be recovered, so in these circumstances no refund, transfer or credit will be offered, and I will not be liable for the cancellation.

7.3 Workshops and retreats. The venue, catering and materials for a workshop or retreat are paid for well in advance, so if an event outside my control means it cannot go ahead, that money is lost to me too. Clause 7.2 applies in full. Residential retreats have their own booking terms, which I will give you before you book.

7.4 Protecting yourself. If you are worried about losing money for any of these reasons, please take out your own insurance before you book. For workshops and retreats in particular, choose a policy that includes cancellation cover and, where available, cover for the venue or a supplier going out of business.

7.5 Where a session is cancelled by me, my liability is limited to the value of the booking. I am not able to reimburse travel, accommodation, childcare or any other associated costs.

8. Health, safety and your responsibility

8.1 You must tell me about any injury, illness, recent surgery, pregnancy or medical condition that could affect your practice, both on your registration form and whenever anything changes.

8.2 If you are pregnant, recovering from surgery, or being treated for a medical condition, please seek advice from your doctor or midwife before attending, and let me know what guidance you have been given.

8.3 Yoga, Pilates, breath work, Reiki and coaching are complementary practices and are not a substitute for medical advice, diagnosis or treatment. Nothing I teach or say should be understood as medical advice.

8.4 You are responsible for your own body during a session. Please work at your own pace, take rest whenever you need it, and stop immediately if anything causes pain. You are never obliged to attempt anything I offer, and choosing not to is always welcome.

8.5 Participation is entirely at your own risk. To the fullest extent permitted by law, I do not accept liability for injury, loss or damage sustained during a session, other than for death or personal injury caused by my negligence, which cannot be excluded by law.

9. Workshops, retreats and events

9.1 Workshop and day retreat bookings are non refundable and cannot be transferred (see clause 4.4). Booking is confirmed once payment and the registration form have been received.

9.2 Retreats may be subject to additional terms set by the venue, which will be provided at the time of booking and which sit alongside these terms. Places are allocated on a first come, first served basis.

- 9.3** Travel to and from a workshop or retreat is your own responsibility and at your own cost. Your own travel and cancellation insurance is strongly recommended for residential retreats (see clause 7.4).
- 9.4** Dietary requirements must be given in writing at least fourteen days before a catered event. I will do everything I can to accommodate them but cannot guarantee requirements notified after that point.

10. Online courses and digital content

- 10.1** Online courses (including The Midlife Reset) are designed to be worked through in order, as each module builds on the one before. That is only a suggestion, though. All modules are open to you from the start, so you are welcome to dip in and out and explore them in whatever way suits you.
- 10.2** Access is granted to the individual purchaser only and must not be shared, transferred, gifted, resold, copied or distributed. Unauthorised sharing may result in access being ended without refund.
- 10.3** Because digital content is available immediately on purchase, online course purchases are non refundable, except where required by law.
- 10.4** All course material, recordings, sequences and written content remain my intellectual property. I may update, improve or replace material, and will endeavour to keep content available for the period stated at purchase.

11. Behaviour, children and belongings

- 11.1** Everyone is welcome here regardless of age, size, ability, background or experience. Behaviour that makes another person feel unwelcome or unsafe will not be tolerated and may result in a booking being ended without refund. What people share in class, workshops or coaching stays in the room.
- 11.2** Classes are for adults aged 18 and over unless a session is specifically advertised otherwise. Children may not be brought to adult sessions, including as spectators, for reasons of safety and insurance.
- 11.3** Please look after your own belongings. I cannot accept responsibility for items lost, damaged or stolen at a venue. Mats and props provided for shared use are cleaned regularly; you are welcome to bring your own.

12. Photography and media

- 12.1** I sometimes take photographs or short videos at classes, workshops and retreats for use on my website and social media. I will always ask before doing so, and you are completely free to say no. This will not affect your experience in any way.
- 12.2** If you have previously consented and change your mind, tell me and I will remove the image from anything within my control.

13. Your data

13.1 I collect only what I need to run sessions safely and keep in touch with you about your bookings: your contact details and the health information you give me on your registration form.

13.2 Health information is treated as confidential and is not shared with anyone else. Your details are never sold or passed to third parties for marketing.

13.3 You can ask me to correct or delete your information at any time, and you can unsubscribe from marketing emails at any point using the link at the bottom of any email. Booking confirmations and safety information will still be sent while you have an active booking. Full details are in my Privacy Policy, which you can find on my website.

14. Feedback and reviews

14.1 Following your sessions you may receive a gentle invitation to provide feedback or leave a Google review. This is always optional and never affects your experience.

15. General

15.1 These terms are governed by the law of England and Wales.

15.2 I may update these terms from time to time. The version that applies to your booking is the version published on the date you booked.

15.3 If any part of these terms is found to be unenforceable, the remainder continues to apply.

Contact

Thrive with Sarah Capewell

Serving Halesowen and the surrounding areas

hello@sarahcapewell.com

If you have a concern about anything at all, please come to me first. I would always rather hear it directly and put it right.