

Yoga with Mel



Terms and Conditions

These terms and conditions govern your access to and use of materials provided by Yoga with Mel. Please read these terms carefully and contact Yoga with Mel if you have any questions – mel@nutter.io. By providing payment, or engaging with materials provided by Yoga with Mel including coaching, courses, and videos you agree to be bound by these terms and conditions.

Skype

If you're not familiar with Skype or have never used video chat please ensure you have tested your internet connection, downloaded Skype, and set up your free account BEFORE the session begins. I will request your Skype ID via email once payment has been confirmed and the appointment(s) are booked. For privacy and professionalism, classes are not available over Facebook messenger, Zoom, or other social media platforms.

I will call you on Skype at the time of the appointment. If you do not answer I will call again after 2 minutes, 5 minutes, and again after 10 minutes. If you have not answered after the third attempt and have not emailed with notice of cancellation or request to postpone you will be charged for the session.

Practice Location

Please be set up with your mat, props, and your computer/device at least 5 minutes before the session begins so you are ready to accept the Skype call when it comes through. If possible, choose a location that will be relatively free from distractions such as phones, other noises, people, or pets. You only need enough space to spread out your yoga mat or towel, so let yourself get creative with what is available to you.

Camera Position

Position your computer web cam or phone camera between 2-3 metres away from your mat. This will be further away than you may be used to setting up for a chat but this distance ensures I will be able to see you move on your mat, laying down, sitting, and standing. Having your phone on a tripod is a good idea, or raise your laptop on a small table, edge of the bed, or a stack of books. I like to teach with my headset on so you can hear my instructions clearly rather than making you look up at the screen to see my movements to copy them. This ensures you can focus on your movements and your body during the session. I might occasionally step back away from my screen to show you a posture, but I will prepare you before doing so if I need to take my headset off.

Additionally, choose a well-lit area, or one that is not back-lit (i.e don't set up in front of a window). Test your set up by recording a few movements and then watching the playback. This will let you see what I will see during the session.

Clothing

Wear appropriate clothing for our session. Even though you may be in your living room and perhaps on your own, it is mandatory you are clothed for our sessions.

Bookings

I work from my home studio in Phnom Penh, Cambodia - UTC+07:00. Classes and coaching are available between 11am and 8pm, 7 days a week.

All sessions for the 4 Week Beginner Courses are required to be booked and paid for in advance, preferably for the same day and time each week for four weeks – e.g. Tuesdays at 6pm. By scheduling a set time you can begin to shape your yoga journey from a place of commitment and routine. This schedule also allows you time to have a go at the weekly vinyasa sequences again, on your own, before the next session.

Live Coaching sessions can be booked up to 24 hours in advance. After your initial email we will discuss your goals for the session and schedule a time. Payment must be confirmed before the session.

Tailor-Made Classes are arranged by the client's request. After your initial email I may ask you questions about your previous yoga experience, current injuries or circumstances that may impact on your practice, and your goals for the class. The package includes a PDF of your tailor-made yoga sequence and one (1) live 30minute consultation for questions about transitions, postures, or alignment (to be booked after delivery of materials). Please allow up to 7 days for delivery, after the payment has been made.

Rescheduling

I understand that life is busy and sometimes things come up. Please let me know if you can't make our session via EMAIL (mel@nutter.io) at least 6 hours in advance. If you need to cancel or postpone with less than 6 hours notice I may not be able to accommodate changes, and you may still be charged for the session. If I have not received an email message and you do not answer the Skype call you will not be refunded for the class.

If you have not emailed with notice of cancellation or request to postpone you will be charged for the session. If you are enrolled in the 4 week beginner course, and you miss a class this session will be forfeited and the next session will carry on at the same time the following week.

If I am unable to attend the session, I will provide at least 6 hours notice via email. Any sessions canceled or postponed by me will be made up at a time agreed by both myself and the client, for no extra charge. If the class is unable to be rescheduled, the client will be refunded.

If the session is interrupted due to a power cut or connection issues, I will aim to reconnect another 3 times – two minutes, five minutes, and then ten minutes, after the disconnection, up until 10 minutes before the end of the class. If you do not answer these Skype calls the class will be forfeited. If I am unable to connect through Skype, I will email you with details and aim to reschedule.

When attending live coaching or courses, you agree to use appropriate language when interacting with the instructor and not behave in a manner that makes the instructor feel uncomfortable or intimidated. Yoga with Mel has a zero-tolerance policy on any harassment, and any actions as such will result in a termination of use.

Payments

All payments are made through PayPal or Direct Bank Transfer in USD. I will provide account details after your initial email. All payments must be confirmed BEFORE the session will go ahead.

Liability

You hereby acknowledge that you are physically fit to participate in the classes and are aware that in participating in the physical activities shown by Yoga with Mel, there is a risk or possibility of injury or death and you explicitly and voluntarily accept these risks. You should not participate in any of the physical activities shown if you are suffering from any illness. If you are pregnant or taking medication, you should seek the advice of a qualified medical practitioner before participating in the classes. If in doubt as to your suitability, always consult a qualified medical practitioner.

It is your responsibility to ensure that you do not perform any activity which exceeds your limits or capabilities, and you will select the appropriate level of class for your skills and abilities. You hereby acknowledge that you understand and voluntarily accept the risks of injury involved in participating in the physical activities on Yoga with Mel to the fullest extent permitted by applicable laws. Mel Nutter is not liable for injury of any participants for the duration of online consultations, or as a result of engaging in yoga sessions based on Yoga with Mel materials.

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