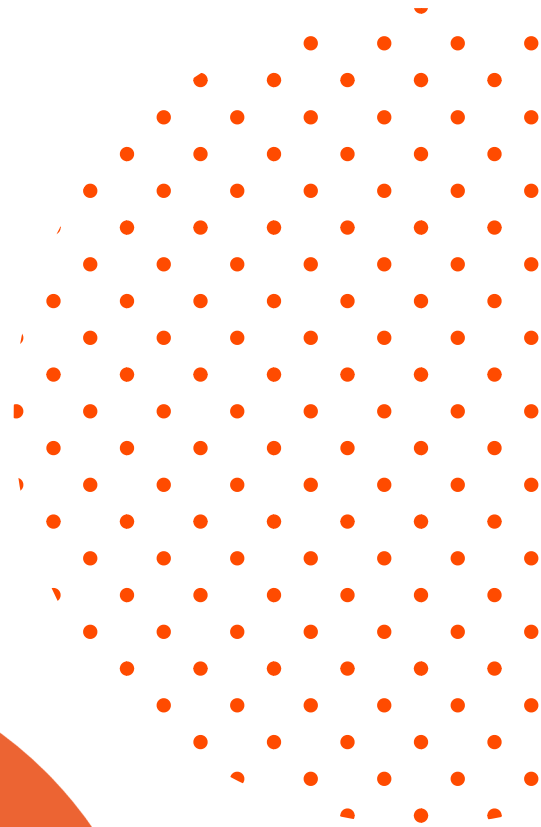


PAUSE TERMS & CONDITIONS





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WELCOME TO PAUSE

My name is Saida Goutel and I am the owner and founder of pa-u-se.co.uk.

Pa-u-se.co.uk is run as a sole trader company dedicated to Wellbeing via talks, workshops, individual sessions and retreats in UK and France.

My workshops and talks are aimed at any organisations or individuals interested (or intrigued) in understanding the science behind breathwork and smiling exercises and how it can foster and enhance a physical, emotional and spiritual balance in the here and now of their lives.

By continuing to browse or use the Website, you indicate that you accept these Terms of Use and that you agree to abide by them. If you do not agree to these Terms of Use, please refrain from using the Website. We may amend our Terms & Conditions at any time, so you are advised to check our website from time to time to ensure that you are aware and happy with any changes we put in place.

The amended Terms of Use will be effective from the date they are posted on this website.



pause

TERMS OF USE

1. DEFINITIONS

For the purposes of this Agreement, the following terms shall have the following meaning:

- **Customer/Participant** means the person/participant who books, attends and pays for a session/an event or purchases any product(s) advertised on the website.
- **Event** means one-to-one session, workshop, talks as well as weekend or retreats in UK or France.
- **Agreement** means the agreement signed by each Customer/ Participant before enrolling, attending an Event or purchasing our Product.
- **Services** means the booking, preparation and setting up of Events and the advertising/ selling of products.

2. THE AGREEMENT

The Agreement implies a legally binding contract between:

(1) The Customer/The Participant and referred to throughout the "Agreement" as "You" or "Your"

(2) Pa-u-se.co.uk referred to as "Our/The Company", "We", "Us" whose registered office address is Flat 1, The Coach House, Home Farm, Sacombe Park Ware, SG12 0JA Hertfordshire. You are strongly encouraged to read through carefully our Terms & Conditions before making and confirming the booking of our Services or the purchasing of our Products.

3. BOOKINGS

- Each Event is set to a maximum capacity for the number of people that can attend. Depending on the hired premises (village hall/restaurant room/hotel lecture room etc.) or privately owned premises, we will notify you beforehand the maximum number.
- The Customer/The Participant is required to accept our Terms & Conditions prior booking an Event and is responsible for double-checking the accuracy of all information submitted on the booking form, which constitutes a legally binding contract.
- When you book an Event with us through our Website, the booking won't be confirmed until we send you an email confirmation. We will email your booking confirmation via the email address you provided us. If you have not received your confirmation within 48 hours of booking, please contact us. It is your responsibility to ensure that your email is set up to allow you to receive your confirmation, and we cannot accept any liability for any consequences of you not doing so. You also need to keep proof of your registration and payment, as this and/or identification may be requested upon check-in for the Event.
- You will be asked to fill in a questionnaire beforehand an event so we are aware of any health issues/dietary requirement that we need to be aware of prior and during the Event.
- The information provided by The Customer/Participant will enable us to decide if they can attend or not the Event; therefore we reserve the right to cancel the Customer/ The Participant's booking and refund their booking fees in full.
- It is the responsibility of each participant to make an informed decision regarding any Event (eg: workshop involving Breathing Exercises) If there is any doubt, the decision should always be to exercise caution and we recommend that participants consult their GP if ever unsure whether any Event - involving breathing or physical activities - is safe for them to do.
- Each Participant attending an Event shall be required to sign a "Participant Agreement" prior booking. Failure to sign the "Participant Agreement" may result in the Participant being refused entry to the Event.
- All bookings must be confirmed and be paid for by credit or debit card. If we cannot accept your order for any reason, we will process a full refund within seven days.

4. CANCELLATION & RESCHEDULING BY THE COMPANY

- In the case that our Company cancels an Event, any advance paid fees will be refunded in full. However, we will not be able to compensate you for any other expenses you have incurred in connection with the Event (eg: when booking train/coach/ferry/hotel etc.)
- If an Event needs to be cancelled as a result of any unforeseeable circumstance (illness/accident/road traffic/Covid self isolation/floods/demonstrations/strikes etc.) we will make all efforts to reschedule it for an alternative day, time, and/or location. In this case, Participants will be responsible for any special arrangements required to attend the rescheduled session.

5. CANCELLATION BY THE CUSTOMER/THE PARTICIPANT

- We will not offer any refund if "an Agreement" is cancelled by The Customer/ The Participant less than 14 days prior to the Event.
- If The Participant fails to attend the Event, The Participant is not entitled to a refund or transfer.
- If "an Agreement" is cancelled by The Customer/ The Participant more than 14 days before an Event, we will refund the full fee minus a 10% administration fee and any costs incurred by the Company in providing the Services. Alternatively, the full fee can be applied as a credit towards a future event, which must be booked in advance and is subject to availability.
- The Customer/The Participant must contact us at saida@pa-use.co.uk to inform us whether they are opting for a cancellation or for a transfer request.

6. ATTENDANCE & CONDUCT

- The Customers/The participants are kindly reminded to arrive on time or no more than 15 minutes early for our Event.
- We also request as part of the Agreement, that you agree to comply with all health and safety, licensing, and other rules and regulations of the venue. It is all participants' responsibility to familiarise themselves with any rules and regulations that apply in situ.

7. CONFIDENTIALITY

- We take the confidentiality of those who come to our Events and those who work with us very seriously. We are under an obligation to keep any Participant information prior to and during the events completely confidential (except as otherwise required by law).
- From time to time, Participants may share sensitive personal information during an Event (eg: workshop/Retreat). We expect all Participants to respect each other's confidentiality and treat any information shared in the course group as confidential. If it should come to our attention that information has been disclosed outside the group, this would be treated as a serious matter and may result in banning the Participant from booking any future Events and being erased from our Mailing List.

8. LIABILITY

- None of our Events are intended to be a substitute for counselling, psychotherapy, or current or on-going medical advice from a qualified specialist. Therefore, our Company rejects any liability relating to the therapeutic, psychological benefits of our Services or Events. Any unresolved medical issues, which may surface and may require medical treatment, counselling or psychotherapy, will be at the Participant's own risk and expense.
- We will not be liable to any user for any loss or damage, whether in contract, wrong doing or (including negligence), breach of statutory duty.

- We accept no liability for any of the following: Any costs or travel expenses arising in connection with our Event.
- Loss or damage to personal property during an Event.
- Liability is excluded when it comes to any dietary or health requirement of which we were not informed prior to the booking.
- Liability for Events that turned out not to be suitable for your purposes.
- Liability for unforeseen circumstances such as any failure in the delivery of the Event due to unforeseen circumstances (eg:lockdowns, strikes, flood, storm, snow, accident, fire, street demonstration etc.)

9. COMPLAINTS

- We will take any complaints seriously and will endeavour to respond as quickly as possible. So if you have any cause for complaint following our Event, please feel free to contact us so we can address and seek a satisfactory resolution wherever possible. To do so, contact us at saida@pa-u-se.co.uk

10. RESOURCES & HAND-OUTS

- Any material (eg: recording/books/videos/pdf files etc.) included or presented as part of the Event is protected by intellectual property laws, including copyright laws and may not be used without obtaining prior written permission from the Company and the respective authors.

