



31st May 2019

Anahata Yoga WhatsApp Usage Procedure

Only use the reception WhatsApp account for the below purpose

- 1) To confirm book/modify/cancel/private classes.
- 2) To Contact/inform the reception team, instructors team and admin team in regards to customer feedbacks, contract issues, and other official communication matters.

Must not be used for below

- 1) Contacting clients outside office hours.
- 2) Sending greetings or personal message or emojis to the clients.
- 3) Forwarding clients information or sharing clients data/company data with other clients.
- 4) Call or answer clients from Business WhatsApp account by voice or video call.
- 5) Book group classes with WhatsApp messages **except VIP Clients**
- 6) Do not form unofficial WhatsApp groups with other clients without getting prior approval from the management.
- 7) Please mention your name in each message that you send.
- 8) Do not register Company's WhatsApp account with your personal phone number or log on with your personal devices.

PLEASE DO NOT TAKE AWAY THE ANAHATA YOGA OFFICIAL WHATSAPP RECEPTION TEAM BUSINESS PHONE FROM RECEPTION.

Inform all the private and VIP clients and send them confirm the booking only through the official WhatsApp account.

Delete and remove all the clients groups and other bookings and cancellation related communications from your personal number and WhatsApp account.

I agree with the above terms and conditions,