



YogaBalance

Cancellation Policy

Last updated on July 1, 2019.

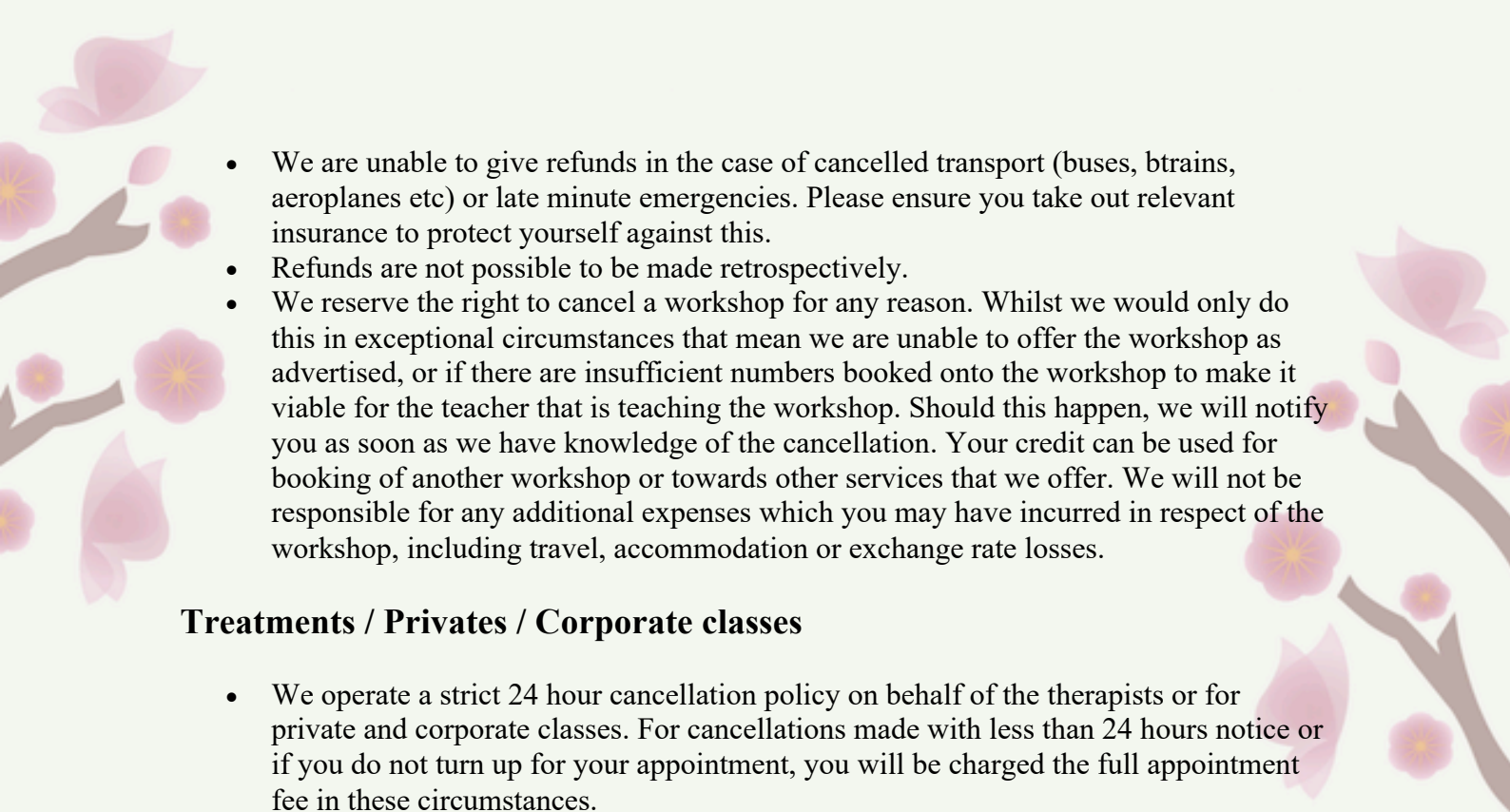
Classes

- **early cancellations (up to 3 hours before start of class)** Class bookings can be cancelled up to 3 hours in advance only online. Please cancel by logging in and clicking the class then selecting cancel. It is not necessary to inform us by email or SMS, we understand that things come up.
- **late cancellations (within 3 hours of start of class)** Whilst we understand that cancellations are sometimes unavoidable, late cancellations prevent other students from booking places in class. Any cancellations made within 3 hours of the class start time are subject to the loss of one credit. We will allow three late cancels then after that we will start to withdraw a credit from your account automatically. No-shows will automatically lose one credit.
- **For unlimited pass holders, late cancellations (3 hours) and no shows** will be charged at a drop-in rate. We will allow three courtesies per year, per student. You are required to keep a current credit card on file at all times and will be automatically charged. The fundamental aim of this policy is to make it easier for all students to be able to attend the classes they want to.
- We require that you sign into class a minimum of 5 minutes prior to the class start time. If you have not signed in by this time your space will be opened up to allow drop ins and this will be treated as a late cancellation and your class will not be credited or refunded.

Workshops + Courses

- A refund (minus a 10% + VAT admin fee) will be made for cancellations made more than 28 days before the start date.
- For cancellations from 28 to 7 days before the course or workshop, you will receive a 50% refund (minus a 10% + VAT admin fee)
- For cancellation within 7 days before the course or workshop, no refund will be allowed. Exception applied if:
 - the course/ workshop is full and your place can be filled from a waiting list, or
 - you are sick/injured/pregnant and can provide a 'medical certificate'. This request must be made within 7 days prior to a workshop.
 - You may transfer the credit to a friend if you are unable to attend last minute.

In the case that YogaBalance needs to cancel a course or workshop, you will be offered either a bank transfer refund or the option of being transferred to an alternative event. Once you have committed to a course or workshop, we recommend that you attend the scheduled number of sessions to get the most out of the programme.

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- We are unable to give refunds in the case of cancelled transport (buses, btrains, aeroplanes etc) or late minute emergencies. Please ensure you take out relevant insurance to protect yourself against this.
 - Refunds are not possible to be made retrospectively.
 - We reserve the right to cancel a workshop for any reason. Whilst we would only do this in exceptional circumstances that mean we are unable to offer the workshop as advertised, or if there are insufficient numbers booked onto the workshop to make it viable for the teacher that is teaching the workshop. Should this happen, we will notify you as soon as we have knowledge of the cancellation. Your credit can be used for booking of another workshop or towards other services that we offer. We will not be responsible for any additional expenses which you may have incurred in respect of the workshop, including travel, accommodation or exchange rate losses.

Treatments / Privates / Corporate classes

- We operate a strict 24 hour cancellation policy on behalf of the therapists or for private and corporate classes. For cancellations made with less than 24 hours notice or if you do not turn up for your appointment, you will be charged the full appointment fee in these circumstances.

If you have any questions or concerns please email us at: info@yogabalance.lu.