



YogaBalance

Cancellation Policy

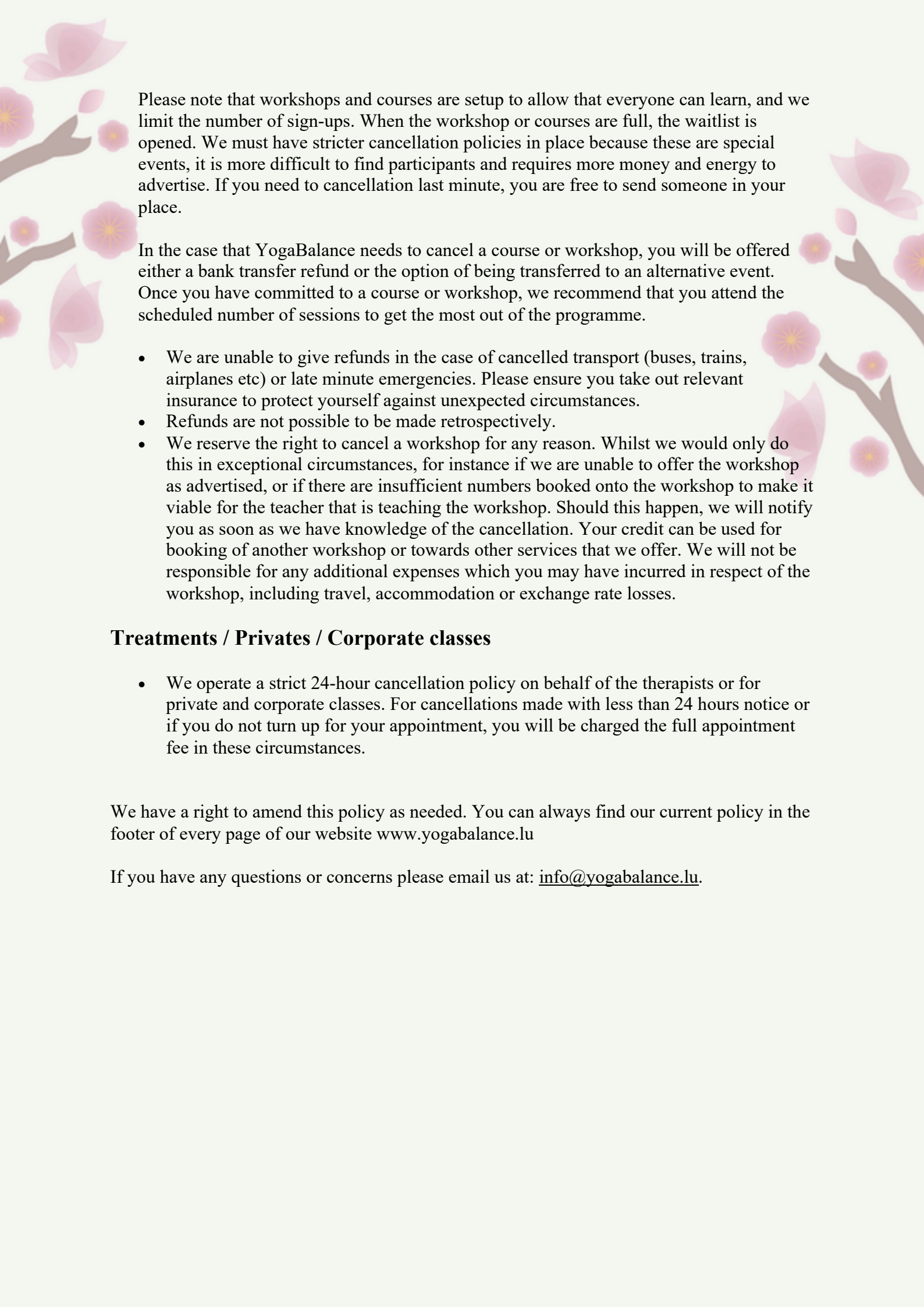
Last updated on November 11, 2019.

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.
- **No-shows** You are required to inform us if you will not be attending a class. We are leaving the building's door unlocked for you. For security reasons please do inform us if you cannot make it. For class packages: You will automatically lose one credit for no-shows. For monthly memberships: Please see below.
- **Late arrivals to class.** 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. We don't expect this to be an issue.
- **For unlimited pass holders, late cancellations (3 hours) and no shows** will be charged at the 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 it will be automatically charged on the fourth no-show. The fundamental aim of this policy is to make it easier for all students to be able to attend the classes they want to.

Workshops + Courses

- For cancellations of a workshop or courses with more than 28 days before the start date, we will offer a credit toward other services. If a refund is necessary, then the refund will be made by bank transfer (minus a 10% + VAT admin fee).
- For cancellations from 28 to 7 days before the course or workshop, you will receive a credit towards other services for the value that you paid, or we will hold the Drop-in 120min credit to be used for another workshop.
- For cancellations within 7 days before the course or workshop, no credit or 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.
 - Alternatively, you may transfer the credit to a friend if you are unable to attend last minute.



Please note that workshops and courses are setup to allow that everyone can learn, and we limit the number of sign-ups. When the workshop or courses are full, the waitlist is opened. We must have stricter cancellation policies in place because these are special events, it is more difficult to find participants and requires more money and energy to advertise. If you need to cancellation last minute, you are free to send someone in your place.

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.

- We are unable to give refunds in the case of cancelled transport (buses, trains, airplanes etc) or late minute emergencies. Please ensure you take out relevant insurance to protect yourself against unexpected circumstances.
- 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, for instance if 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.

We have a right to amend this policy as needed. You can always find our current policy in the footer of every page of our website www.yogabalance.lu

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