

# TERMS AND CONDITIONS

## CLASS PACKAGES & MEMBERSHIP AGREEMENT

Auto-Renew Memberships + Class Packages have their perks!!!



**Life by YOGA offers a variety of standard & customized memberships to both new & experienced students, which accommodates any version/frequency of yoga practice.**

1. Confirmations are returned by our system via email within 24 hours of receiving your booking request.  
\* All are also offered the convenience of calling or texting to our studio line [up to 2 hours prior to class times] when intending to make a same-day class drop in.
2. 24 hour cancellation is required for all bookings [members, class pack holders, regular supporting student attendees] \* Cancellations made under 24 hours are subject to a 50% cancellation charge.
3. All membership packages go into effect on your payment date, so you may start a class on the same day.
4. Auto-Renew package charges occur once monthly, once every 6 months OR once yearly depending on your request at the signing of your agreement. Auto-Renew memberships require 1 (one) month's auto pay cycle to discontinue auto-pay status. Discontinuation requests are required in writing to [info@lifebyyoga.com](mailto:info@lifebyyoga.com).
5. Monthly/Yearly memberships may placed on hold/paused between 2 weeks and up to 1 month maximum, after 6 months of use. All pause requests for more than 1 month, must be approved by our studio manager and may be subjected to a re-start fee to cover administrative expenses. \* Monthly/Yearly memberships may be cancelled within 3 months of the billing cycle [based on the required 3 month minimum commitment]. We offer both commitment [Auto-Renew/Auto-Pay] AND no-commitment status on all membership types.
6. Monthly memberships & Class packages are not refundable in part or full, under any circumstance.  
\* They are some exceptional circumstances where they may be transferable to another person - this inquiry must be presented to our studio manager for approval.
7. Yearly memberships canceled after the required 3 month minimum commitment and before the ending term are subject to early termination fees. Fees are based on your specific deal/package agreement.
8. Auto-Renew members are responsible for updating us with their on-file credit card's expiration date when new cards are issued - this helps to avoid any fees/insufficient penalties - if they are issues processing your automatic charges.

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- 9.** Client account related questions [payments & pauses] or administrative requests which require account research or reviews for approvals, may be sent to us by email and will be responded to within 3 days of the emailed request.
- 10.** All auto-pay cancel requests go into full effect 30 days from the date of written request and can not be made within the first 3 months of membership. Any and all scheduled charges during those 30 days will be processed. We reserve the right to not pro-rate for portions of a monthly time period, however if you cancel auto-pay status within the 30 day period of your scheduled auto-pay charge you will be charged for that last 30 day period. *Example:* If your agreement charges occur on the 14th day of each month and Written notice to cancel your auto-pay is received by us on April 1st - the April 14th's charge for your membership will be processed as a part of your closing auto-pay charges.
- 11.** Once the email request for membership specific changes has been submitted, it is the member's responsibility to ensure that Life by YOGA has responded confirming an approval and the processing of your exact request. Life by YOGA is in no way, under any circumstance, responsible for member's negligence in checking their own bank charges to ensure that the approved membership change, or cancellation has been processed per their specific request. In the event of miscommunication, the member is responsible for producing a copy of their request and approval response for review in order to solve any possible discrepancies. Only then, if Life by YOGA did not perform what it agreed to do, Life by YOGA will reimburse any funds rightfully owed to member where necessary and we will do everything within reason to solve the matter promptly. In the event that member cannot produce their copy of email approval, Life by YOGA is not obligated to refund or to execute any changes for them under any circumstance.
- 12.** Members wishing to change their membership type, or in any other way modify their membership/ package agreement, must sign a new membership agreement. Change fees are waived for membership upgrades. Membership downgrades may be subjected to alteration fees - during account review - and will be based on your original discounted deal rate and the potential studio loss involved. Membership downgrades must be approved by our studio manager.

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**13.** Packages & Membership prices are subject to change [increase or decrease]. In the event of a change in membership prices, members will be notified via email and may be extended the opportunity of package upgrade or downgrade where desired. All are notified of any price changes 1 month in advance.

**14.** Class schedules are subject to change without far in advance notice - this may be due to snow/weather related circumstances, major holidays, or to any number of human experiences. Students are always encouraged [when possible] to double check our *website class schedule* - which contains all up to the hour changes, additions, and/or cancellations. Students may also call or text to our studio line to confirm any specific class inquiry.

**15.** Client accounts are deemed inactive after there is no class attendance after a specific/default period of time, in-active client accounts may be re-activated upon request. \* Class packages & Gift cards expire 6 months after the date of purchase.

**16.** Mat storage is available at the current monthly rate, please contact our studio manager for all mat storage requests.