



## **STUDIO POLICIES UPDATED DECEMBER 13, 2020:**

### **REGISTRATION POLICY:**

- Pre-registration for all classes and events (live virtual and in-studio) is **required**.
- Clients must book classes a minimum of **one hour** before class begins.
- Booking opens **48 hours** in advance.
- In the event you are unable to attend a class that you have booked, please cancel your reservation online a minimum of **three hours** in advance to allow someone else to reserve the spot.
- If you sign up for a class and are placed on the wait list you will be notified via email and text message if a spot opens up. Please confirm your spot within **one hour**. Wait list confirmations will expire and go to the next person on the list. If not confirmed your unused pass will be returned to your account.

### **KIDS PERK:**

For the time being—given our current guidelines from the Governor—we are sorry to pause the in-studio Member's Kid Perk. No children under 16 will be allowed in-studio until further notice. We encourage members to allow children to join in the live zoom classes if you wish! Children 16+ are eligible for joining classes using a drop in, class pass or purchasing their own membership.

### **GUEST PASSES:**

Please see our **Guest Passes** page on our website under Programs on the menu.

### **PAYMENT SCHEDULE/CANCELLATIONS:**

All paid in full memberships/paid in part memberships are not eligible for cancellation or refunds. Monthly memberships are now month to month. This allows for cancellation – of monthly memberships only – at any time, provided there is written request made 30 days before your next payment is due. Failure to make contact 30 days prior to your next payment will result in the next month's charge. All payments will be drawn on the first of each month. Any future memberships will be prorated from the day of sale to include the rest of the month. Each subsequent payment will be drawn on the first.

### **REFUNDS:**

All products and services sold by Homegrown Yoga are non-refundable. Only in the event of a special event cancellation are refunds optional. In those cases we can offer to refund your purchase back to your Homegrown Yoga account to be used for another purchase at our studio.