

Pass Holds for 6 and 12-Month Memberships

Can I put my membership on hold? Can't use the studio right now?

Eligible members with a 6month AutoPay or 12 Month AutoPays **only** can put their unlimited monthly membership on hold. Our 6month members may place their pass on hold once in 6months and the 12-month members may place their pass on hold up 2 times in 12months.

Policy as follows:

Members with a 6month unlimited memberships may put their pass on hold for **up to 7 days per calendar year**, for a **minimum of 7 days** in length.

Members with a 12month unlimited membership may put their pass on hold for **up to 14 days per calendar year**, for a minimum of 7 days in length. More than one hold is permitted provided that the combined total of all holds does **not** exceed 14 days per calendar year.

Holds cannot be backdated unless due to medical reasons and Dr's note must be provided.

The current month will be extended, and payment dates will be adjusted forward by the number of days on hold.

72 Hours Notice Required:

Note that we require at least 72 hours' notice to review and process requests.

72 hours advance notice must be provided in person or via e-mail to info@sweetserenityyoga.com

Ending a contract:

Cancellations: We require one month written notice to cancel any autopay membership. Students can cancel their autopay membership if they have completed their minimum contract commitment. If the minimum commitment is not met, they can leave their contract early by paying for *half* of the remaining time left on their pass (minimum charge of one month).

Transfers: Time transferred to another student will be added to that student's existing commitment (or new student) in order for the original pass-holder to leave their contract early. All future payments remaining on the contract will be transferred over and the responsibility of the transferee to pay the monthly cost. A \$50 transfer fee will be charged to the original pass holder.

Why 'no refund' policy?

That the number of classes run, teachers pay, advertising, rent, expenses etc, is based on the number of passes sold. That when a student agrees to pay with post-dated debit/credit card, **we are actually offering a discount** based on the commitment we are receiving. Our monthly payment plan (without added cost to the student) was meant to make it easier for a student to pay.

*Though we acknowledge many businesses offer refunds, being an independent small community business, we don't have the reserve or resources larger companies do. We have a no refund policy the same way small, independent stores have the same. Instead, we have offered our transfer and suspension policies to help address students' concerns, which can then also allow Sweet Serenity Yoga and Wellness to stay sustainable.

CPA Regulations: As of January 2019, Sweet Serenity Yoga and Wellness' Cancellations, Transfer and Suspension policies are amended to follow the regulations set out by the Canadian Consumer Protection Act. For more information please visit CPA's website: http://www.bclaws.ca/civix/document/id/complete/statreg/04002_00