

# Terms and Conditions

- **Payment for classes** - Payment is always due prior to services rendered.
- **Why do memberships and passes have expiry dates?** We do it for you! Purchasing a contract is making a commitment to yourself, your health, and your body. You are paying Sweet Serenity Yoga and Wellness for a service; incentive, encouragement and accountability are part of that service. If you're taking classes and want to see results, the expiration dates are what we think will guide you to the best results.
- **Refunds and transfers** - All passes and purchases have an expiration date and are non-refundable. We will not give refunds for classes not taken or partially taken. Passes can only be used for regular scheduled classes and exclude special workshops and registered series. If a credit card purchase is made erroneously and a refund is requested, please note that a fee equal to the interchange rate will be deducted from the refund. You may not allow another person to use your membership or its benefits; doing so may result in suspension and/or cancellation, with any outstanding balance due payable immediately.
- **Freezing and holding packages/series** - We do not extend freezes for packages unless the circumstances are dire, as in extreme illness or injury on a case by case basis. Class packages may not be extended to accommodate business travel or vacation dates!
- **Workshops/Series/Programs payment** - A deposit is required (if applicable to the program), and tuition payment is required in full the first day of class, unless there is a specific payment plan offered and selected at the time of purchase. If you select the payment plan option (if applicable to the workshop/series/program you are participating in), the deposit (if applicable) plus the first installment is due on the first day of class. No exceptions. Registration can be completed over the phone or online.
- **Ending a contract/Cancellations** - Students can only cancel their autopay membership if they have completed their minimum contract commitment. We require one month written notice to cancel any autopay membership - 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](http://www.bclaws.ca/civix/document/id/complete/statreg/04002_00)
- **Workshops/Series/Programs cancellation** - If you cancel 7+ days prior to the program start date, you will be issued a refund minus a 10% administration fee. No refunds, transfers or credits for cancellations within 7 days of the scheduled start date. In addition, no refunds or credits for failure to attend or complete the session.
- **Workshops/Series/Programs schedule changes** - Sweet Serenity Yoga and Wellness reserves the right to cancel or change the date of a class, workshop, or specialty class at any time. We will do our very best to notify all students by email, Facebook, our website and by verbal announcements as soon as possible.

- **Inclement weather cancellations** - On some occasions it may become necessary to close the studio due to inclement weather. Please check your email and/or Facebook and this website for weather cancellations.
- **You agree to abide by all Sweet Serenity Yoga and Wellness' rules, regulations and schedules.** These may be amended from time to time, at Sweet Serenity Yoga and Wellness' sole discretion.