

Optimal Yoga and Wellness Inc - Policies

***NO WALK INS PLEASE!**

***PRE-REGISTRATIONS ARE MANDATORY FOR ALL SCHEDULED CLASSES, SPECIALITY SERIES, EVENTS & WORKSHOPS**

-Be sure to pre-register through the Wellness Achieve App, or on our website
(*SEE NOTE BELOW FOR EXCEPTIONS)

-Cut off for reservations is **2HRS** prior to the scheduled class (*6am class start times, will be canceled at midnight)

-Regular Scheduled classes, Events, and Series will be canceled if the minimum attendance requirement is **not** met. Students will be notified **2hrs** prior to class via email/text, if the class is canceled.

*OYW Regular Scheduled classes - min (x3)

*OYW Specialty Series - min (x5)

*Events/Workshops is at the hosts/3rd party discretion

NOTE: Some events/workshops will be hosted by a 3rd party. Registration, payments and cancellation terms will be separate from Optimal Yoga and Wellness Inc. and will be at the discretion of the host. Details to be posted via social media and/or www.oywinc.com

***MASKING**

-Masks are optional and can be removed when on your mat

***PROPS**

-Mats are available to rent with a \$2.00 donation that will go towards a local charity.

-Blocks, Yoga Straps and Bolsters are available for you to use. All props are sanitized in between classes. You are also welcome to bring your own props.

***NO LATE ADMISSIONS**

-please arrive 10-15 minutes before class, doors will be locked at the start of class. Latecomers will not be permitted

*STUDIO ETIQUETTE

- Out of respect to your fellow classmates, we ask that you leave your cellphones/fitness watches in your bags, out of reach
- There is a coat wrack available for your jackets
- Please place all your personal belongings in the cubbies provided within the studio room (no belongings tucked in the corners please)
- If you are sick or feeling unwell, we suggest you stay home for 5 days to ensure you're well rested and ready to come back to the studio.
- Please be mindful and give your fellow classmates space as many of us are still learning to navigate being out in public spaces again.
- Keep voices low while you wait for your class to start in the Namaste seating area. Your instructor will let you know when the studio room is ready

*CLASS CANCELLATION POLICY

- We require students to cancel their reserved spot in the schedule, more than 2 hours before the start of class. Please note that there is a \$16.00 fee or a class applied from your punch pass for no shows or late cancellations .

*Age restrictions

- Child is to be 14+ and must be accompanied by an adult. No hot yoga permitted for minors under the age of 16
- 16+ must be accompanied by an adult during Hot Yoga only, regular classes no adult required

*Returns & Refunds:

- We do NOT offer refunds on any of the punch passes
- Credits: If a OYW series, OYW workshop or OYW specialty class you registered for is canceled, a credit will be issued to your account. The credit can be used towards the next event or any of the OYW punch passes.

*3 Options of passes are available at this time (cannot be used for events)

- Single Punch Pass: can be used for any OYW scheduled class
- 5 Punch Pass: can be used for any OYW scheduled class (3 month exp)
- 10 Punch Pass: can be used for any OYW scheduled class (6 month exp)

Note: we do not offer extensions for any of the punch passes

***Shared Passes:**

-At this time, we are currently only allowing 1(max) family member and/or friend to share an account/pass.

***4/6/8 Week Series:**

-You must be registered and pay in full for the 4/6/8 week series before or on the start date

-Punch passes cannot be used for a series

-No refunds on missed classes

-series will be delayed or canceled until numbers are met (5 students min) - credits will be issued to your account if delayed or rescheduled for a later date

***Gift Cards:**

-gift cards do NOT expire

-can only be used for OYW scheduled classes/events/series/workshops

-can be used to purchase goods offered through OYW

-gift cards do NOT apply towards local vendor items and any events/workshops hosted by a 3rd party teacher outside of the OYW regular schedule