

# PEPPERMINT HOT YOGA & WELLBEING

## BOOKING/CANCELLATION & REFUND POLICY (UPDATED DECEMBER 2023)

Hey yogis!

Please take the time to read through and familiarise yourself with our booking/cancellation and refund policy. We have altered some things so please ensure that you're aware of the changes.

### **Booking a class**

- Please book your class at least 12 hours before a morning class and 2 hours prior to all other classes.
- Last minute bookings can be made, however the class may have already been cancelled if there are less than 6 students. It's better to book early if you can.
- Please book using the website or app.
- We do accept 'walk-ins' but there is a risk that should the class be cancelled; you would not be notified. We would hate you to make a wasted journey.

### **Cancelling a class**

- Please cancel your classes at least 24 hours before. If a situation arises and you need to cancel your class outside of this time, please contact Michelle who will assist you in your cancellation or rescheduling. Please only request this in emergencies.

## An insight into how we run the studio.

We have over 80 classes per month running at studio, with each session costing us approximately £55 just to run. As you can imagine, we are running on a tight budget due to the amazingly low prices we offer. For example, a customer on the monthly membership is potentially paying 0.77p per class. As we can only fit 22 customers in per class, this is a bit of a push. To give an idea of how many students we need per class, we would need just over 6 full-paying students to break even. So, as you can see, we need more than this when customers are using a pricing plan. The pricing plans are there more as a benefit to our customers rather than for us financially.

Plus, we are proud to create an environment that is perfect for practicing yoga in especially. It costs us approximately £680 per year just to provide candles, incense and free teas. Not to mention our free-to-use towels, mats, personal hygiene products, and other equipment. But that's the kind of environment that we want, and we feel sets us apart from other studios/gyms. Your environment makes all the difference.

In addition to the costs are the wider implications. Some of our instructors travel to teach at our studio, if they've already made the journey, their fee is still payable, others have children and so have already arranged childcare ahead of their classes. However, we unfortunately have many customers that book onto a class and then don't attend. This is especially common in our morning and Sunday evening classes which can feel demoralising when you have put a lot of effort into preparing a class, advertising and the administration involved and losing out on time with your children. This is why we choose to have a 24-cancellation policy.

We get that life happens of course and we want you to feel happy and content at our studio (not feeling anxious about missing a class). Hopefully these new rules will keep us all aware of what's expected.

We understand it can be tempting to think that as you've already paid, it doesn't matter if you do not attend. We've all done this at the gym etc. It's hoped with the explanation above that this is a little more transparent. We are a small business and we do not have the same number of customers as a large gym, so we cannot work in the same way. In fact, we rely a

lot on the extra treatments and work we do alongside this to sustain ourselves and our studio, lots of us working 7 days per week. I hope it's clear to see that this doesn't come from a place of greed but rather a place of love for our studio and what we do. We just ask that you're mindful of our time too and that we are already sacrificing a lot to provide a service.

As a team we have discussed ideas of how we could manage this and so we have devised the 'no-show strike' rule.

### **The 'no-show strike'**

- At each session you can either check yourself in using the check-in barcode, or the instructor will take a class register. If you fail to attend without prior warning this will result in a strike. If you get 3 strikes within the same month, you will be unable to book a class for the following week.

Please rest assured that this is not the culture we want to create at the studio, and we will work with you to avoid this as much as possible... hopefully we never need to use this. However, we must protect the studio and our time too.

### **Classes with low attendance**

- If a class has less than 6 students, this class will be cancelled 12 hours before the morning classes and 2 hours prior to all other classes.
- If a class is cancelled for 3 weeks consecutively, this class will unfortunately be permanently cancelled.
- For new classes we will allow 3 months for these to build before we apply this rule.

### **Prices and availability**

- Prices may change in line with inflation or if the needs of the business change. Please check current prices prior to selecting your class or pass option. To assist with this, we have set up a monthly reminder for rolling memberships which will let you know when your payment is due and so highlight any changes. Remember you can cancel at any time.
- Availability for class passes is limited.
- If passes are sold out, a waiting list will be created.
- Workshops will be allocated a set number of spaces for members; others may be full priced. This is dependent on who is responsible for the advertising, administration and running of the workshop.
- Booking is the responsibility of the individual customer and is on a first come, first served basis.
- The class schedule could seasonally change to adapt to quieter periods.

## **Refunds**

- Passes are non-refundable.
- Partial refunds for passes are not available.
- Class fees are non-refundable.
- If we cancel a class and you have paid the full class price, then we will offer a refund or a reschedule.
- If we cancel a class and you're on a class-credit pass, this will be automatically credited back to your account.
- Failure to cancel your place within the cancellation period will result in a loss of the fee or credit without a reschedule.
- If a session is cancelled due to a situation that is out of our hands, such as bad weather, then we will try to reschedule the session, however this may not always be possible and so payment will be lost.

## **Workshops**

- Places available for workshops are dependent on the type of activity that will take place.
- Members spaces will mostly be available for workshops arranged by us.
- Workshops with less than 6 participants will be cancelled 24 hours prior.
- Workshop bookings are non-refundable, but if cancelled within the 24-hour notice period then a reschedule will be offered.

We are proud to offer such a variety of workshops at the studio. We feel that they'll help to enrich your experience and enhance your practice. As mentioned above within the booking section, it can be tempting to book onto a workshop using your pass, but then not attend if your plans change.

Please be mindful that workshops take a lot of preparation and usually have a high cost to run. For example, the negotiations with instructors, the advertising cost, the time to set this up on the booking system, the time to send information emails and the extra resources for each individual booked onto a workshop which are purchased prior to the workshop. If the individual does not attend, this results in a waste of time, resources and the cost of the purchase. Can we ask that you only book onto a workshop if you're sure you can attend.

## **Retreats**

- Deposits made for a retreat are non-refundable.
- Deposits cannot be reallocated to other services.

- Further payments toward the cost of the retreat may be refundable but this is dependent on the venue, their refund policy and the time limit they hold for refunds.

Peppermint Hot Yoga and Wellbeing reserves the right to alter the terms and conditions.