

Policies and Procedures

At BayYoga Center we strive to provide our practitioners, students and community with not only exceptional teaching and instruction but high standards in customer service and business management. We feel that this will nourish the longevity of BayYoga Center and the integrity of our services and programs. We have a responsibility to contribute not only to our customers but the yoga community at-large. In order to achieve our goals, we are committed to growth and integrity.

Our Studio Policies is listed herewith as follows:

SCHEDULING POLICIES

Weekly class reservations and scheduling: If a student reserves a class online using our online scheduler, we will hold their space until 5 minutes before class begins. If the student does not show, their space will become available to walk-in students. If students make reservations and do not show for class, they will not be charged for the class. It is not necessary to contact us if you need to cancel but it's helpful.

PRIVATE LESSON POLICIES

At BayYoga Center we also offer a wide variety of times and teachers for private instructions. Please take note of our policies.

- Pre-payment of private yoga sessions is required. All payments are to be made to BayYoga Center only.
- **A 24-hour notice is required for the cancellation of private lessons.** Private Sessions must be cancelled 24 hours in advance or student will be charged for the full rate of the session.
- Group, off-site and event private lessons are all available.
- There may be different lesson fees for specific instructors. Please consult studio for prices.

ACCOUNTING POLICIES

Payment for yoga is always due at the time service is rendered.

All packages are non-refundable and non-transferable. We will not give refunds for classes taken or partially taken.

MONTHLY AND OTHER PACKAGES

All practitioners and students are advised to timely renew the monthly, Three monthly, Six monthly and Yearly package.

CANCELLATION AND REFUND POLICIES

Should you need to freeze your package (applicable to six month and yearly packages) for personal reasons, this will be provided up to maximum 1-month period. You are advised to notify BayYoga at least 15 days in advance for the request to freeze the account. All communication with regards to freezing of account to be made either in person or by an official email to BayYoga.

NO refund will be applicable for the packages bought by the customers. Charges will be applied in full for the remaining amount in the event of customers chooses to cancel the package.

Should you need to cancel before your 1st three months is complete, you will be subject to AED 500 fee.

If you need to cancel immediately without a 15 -day written email request, you will be subject to AED 750 fee.

EXPIRATIONS

We believe in fairness with expirations at BayYoga. Please visit our website www.bayyoga.ae for the validity period of the packages purchased.

FREEZING, HOLDING, OR TRANSFERRING PACKAGES

We do not extend “freezes” for packages unless the circumstances are dire, as in extreme illness or injury. Packages are not transferable and shall be only use by the individual bought the package.

WORKSHOPS

BayYoga Center will not issue refunds for workshop cancellations, as it requires preparation and arrangements, which has its associated cost. However rescheduling of the workshop could be pre- agreed and shall be within 7 days prior to the scheduled workshop date. For further details please discuss with our office administrator.

CANCELLATIONS

BayYoga Center reserves the right to cancel or change the date of a class, workshop or retreat at any time. We will do our very best to notify all customer by email, website posting, online scheduler announcement bar, Facebook and Twitter postings and by verbal announcements as soon as we have made the decision.

INCLEMENT WEATHER CANCELLATIONS

On some occasions it becomes necessary to close the studio due to inclement weather. Please consult the website, Facebook and Twitter, online scheduler announcement bar and email for weather cancellations.

INSTRUCTOR POLICIES

We hold very high standards for our teachers at BayYoga Center and are all committed to adhering to the policies set forth in our company’s Policies and Procedures Manual.

With regard to instruction, we wanted to share a few things with you so that you can be assured of our commitment to running a credible yoga studio. All instructors will either hold, at minimum, Bikram Yoga Certified with minimum 3 years of experience and Hatha Yoga certified with minimum 5 years of experience, the equivalent in training hours/standards, or be in the process of attaining certification. All

instructors work with the owner and other teachers at the studio to consistently to do their best for the satisfaction of customers. All instructors are required to hold their own liability insurance. All staff members, instructors and desk staff, are asked to be certified in CPR.

YOUNG STUDENT POLICY

Our classes are designed for students **10 years of age and older**. The yoga practice of a child is different from the practice of an adult. Currently we do not offer classes for children, although we do offer family and specialty workshops. Please consult the Studio for further clarification.

If you would like to bring your child to a regular yoga class with you, he/she must be **at least 10 years old** and you must follow the following criteria:

- You must sign a separate consent form for each child.
- Please place your mat next to your child's.
- It is the parent's/guardian's responsibility to watch over their child to ensure that they do not injure themselves or disrupt the class. If the instructor feels as if he/she can align them and they don't mind, then the instructor will do so, but the poses in a regular yoga class are focused on students' age 16 and older.
- If your child becomes a distraction to the class or teacher, the instructor reserves the right to ask you to quietly leave, expecting your full understanding and willingness to comply. If that ends up being the case, we will refund your money. If you need to leave the class for any reason, say to use the restroom or answer a phone call, you must bring your child with you. We do not allow students under the age of 16 in our regular classes without a parent or accompanying adult and will not be responsible for any person that age.

Any exceptions to these policies must be addressed to the teacher or management prior to class.

STUDIO MAXIMUM CAPACITY POLICY

BayYoga Center is designed to be a state of art studio to serve the community. Because of this, there is a limit to how many bodies can comfortably fit per class – i.e. **35 to 40 students in the Bikram Yoga studio and 10 students in Hatha Yoga Studio.** Once these numbers of people are registered for class, we will begin a waiting list. Please be sure you have a mobile number on file with the studio so that we can notify you if a space becomes available.

Registering online is recommended to save a spot in class. If you are having trouble with the system, please contact BayYoga Center directly at 044255960

LOST ITEMS POLICY

BayYoga Center will not be responsible for lost or stolen items under any circumstances. Please refrain from bringing valuables into the studio.

There are NO PETS allowed at the studio under any circumstances. Thank you.

We thank you for honoring our studio policies!