

Thavma Bikram Yoga Policy/Terms

Purchase & Return Policy/Terms & Conditions

MEMBERSHIPS CLASS PACKS: All annual and monthly memberships and class packs are non-refundable non-transferable, non-extendable !

MERCHANDISE: no returns or exchanges, for any reason. No exchange of classes for any merchandise. No exchange of merchandise for classes.

Our Administrative fee for transfers and membership services is \$75.

All packages and memberships may be paused once, for a minimum period of 3 weeks for the Administrative fee.

Memberships may be transferred once for the Administrative fee.

Packages have firm expiration dates that will not be extended for any reason.

TERMS AND CONDITIONS

Classes, times, rates, and teachers are not guaranteed and may change without prior notice.

We accept:

- cash
- (checks (local only)
- visa or master card

MEMBERSHIP POLICIES

Freezing/Suspending Your Auto-Pay Monthly Membership

You may select to suspend your auto-monthly membership once per calendar year for one billing periods (1month). **You must provide us with 30-calendar days written notice prior to the monthly billing date on which you wish to begin suspension of your auto-monthly membership.** Suspension requests that are received less than 30 calendar days prior to your monthly billing date will only be eligible for suspension for the next closest billing period whose monthly billing date is greater than 30 calendar days from the date on which the suspension notice was received. **If you need to know your monthly billing date contact us at info @thavmayoga.com**

Please direct auto-Pay monthly membership suspension requests to info@thavmayoga.com. Upon receipt of your suspension request the office manager will send you confirmation of your suspension dates.

Please note that the shorter-term packages are more expensive because they offer flexibility. If you are unsure about your schedule, please choose a shorter-term package.

Cancellation Of Your Auto-Pay Monthly Membership You must provide us with 30 calendar days written notice prior to the monthly billing date on which you wish to cancel your auto-monthly membership. If notification is received less than 30 calendar days, prior to your monthly billing date, you will be charged for the next billing period and your account will be cancelled as of the next closest billing period whose monthly billing date is greater than 30 calendar days from the date on which the cancellation notice was received.

If you choose to cancel your auto-monthly membership while it is suspended your account will immediately be charged for one billing period at which time you will have 1 month remaining on your membership.

Upon receipt of your auto-pay monthly membership cancellation notice, your will receive confirmation from the office manager as to the effective cancellation date of your membership.

Thavma Bikram Yoga does not pro-rate, offer refunds or allow extensions and/or transfers for a canceled membership.

30 Calendar Day Notice Exceptions

Thavma Bikram Yoga makes exceptions for the 30 calendar day suspension/cancellation notice except for the following circumstances: medical disability, military service, pregnancy or geographic relocation. In these instances we will waive the 30 calendar day cancellation policy if notified prior to the auto-monthly payment date. If your cancellation request falls within these circumstances please provide us with sufficient documentation in your cancellation email. (e.g. doctor's letter, deployment papers, etc.)

Class packs:

In the event that your pass should expire you can extend (only once in a calendar year) by one month from the expiration date by paying a \$40 fee at the studio. Late cancellations and no shows will be charged to the pack. **NO EXCEPTIONS.**

Individuals who have never attended a class at Thavma Yoga may only purchase introductory offer/special . **Only one introductory offer per student, including Groupon, Living Social, and any other Introductory offers.** Deals, our Introductory Special, and other special offers will not be extended for any reason. No extensions or adjustments for travel.

Valuables

We are not responsible for any lost or stolen property. Lockers are provided for free with the use of your own lock. Please either utilize the lockers or leave valuables in your car. Locks are available for purchase at the front desk. Please remove all jewelry prior to entering the Yoga room.

Cell phones

Cell phones are not allowed in the yoga room.

In the yoga room

All students must use a yoga mat and large towel. Do not touch the fans or the humidifiers before, during, or after class. Your instructors have been trained on proper control of the conditions of the room. And most important

no talking inside the Yoga room.

Information Collected.

We may collect any or all of the information that you give us depending on the type of transaction you enter into, including your name, address, telephone number, fax number, and email address, together with data about your use of the website. Other information that may be needed from time to time to process a request may also be collected as indicated on the website. Data in relation to credit card payments and reserving space in workshops and classes is processed by Thrive Online (www.mindbodyonline.com) on a secure website linked to ours and they have their own privacy policy.

Information Use

We use the information collected primarily to process the task for which you visited the website. All reasonable precautions are taken to prevent unauthorized access to this information. This safeguard may require you to provide additional forms of identity should you wish to obtain information about your account details.

Cookies

Your Internet browser has the facility for storing small files — “cookies” — that hold information which allows a website to recognize your account. The Mind-Body Online website takes advantage of this facility to enhance your experience. You have the ability to prevent your computer from accepting cookies but, if you do, certain functionality on the website may be impaired.

Disclosing Information

We do not disclose any personal information obtained about you from this website and/or the Mind-Body Online to third parties except when we need to do so in order to complete a transaction initiated by you — e.g., when arranging for a delivery company to deliver a gift certificate to the recipient’s home. We will use the information to keep in contact with you and inform you of developments associated with our business. You will be given the opportunity to remove yourself from any mailing list, email list, calling list, or anything similar. We may from time to time provide information of a general nature to third parties — for example, the number of individuals visiting our website or completing a registration form, but we will not use any information that could identify those individuals.

Changes to this Policy

Any changes to our Privacy Policy will be placed here and will supersede this version of our Policy. We will take reasonable steps to draw your attention to any changes in our Policy. However, to be on the safe side, we suggest that you read this document each time you use the website to ensure that it still meets with your approval.

Contacting Us

If you have any questions about our Privacy Policy, or if you want to know what information we have collected about you, please email us. You can also correct any factual errors in that information or require us to remove your details from any list under our control.

If you are locked out of a class, please do not bang on the doors or verbally abuse our desk workers. They are just doing their job in locking the doors. Please just breathe. Breathing through the hard things is what we do at TBY. In short, don't shoot the messenger.

Lost and found

Items left in the studios are donated to Goodwill twice a month. If you think you may have left something behind, please check the Lost and Found, noting that occasionally items are washed, so it may take a day or two for them to show up in the bins. Check again if you don't find your item the first time.