

POLICIES

CLASS POLICIES

- Classes must be paid for before class.
- Arrive 10 to 15 minutes before the start of a class.
- Sign in at the front desk.
- Please keep voices to a minimum in front desk area and the classrooms.
- Inform your teacher of any injuries and pregnancy.
- It is the student responsibility to bring their own yoga mat, however you can borrow one if needed.
- If arriving late, please be courteous and quiet when entering a class already in session.
- We are open for scheduled classes rain or shine! Our website and online class schedule is maintained daily and is a reliable source of information for class cancellations or substitutions.
- In the case of sudden emergencies and a class has to be cancelled (without prior notification) a FREE CLASS PASS will be issued to students who attempted to attend that class.
- Holiday closings and schedule changes are both posted online and announced about 3 weeks in advance in our weekly newsletter.
- No shoes allowed at any times inside the sacred space of classrooms. Cubbies and shoe rack are provided outside the practice rooms. The rest of your belongings can be stored in the cubbies located inside the classrooms.
- As a courtesy to other practitioners, silence or turn off your cell phones and other electronic devices while at the studio.

DANCE POLICIES

- Classes must be paid for before class.
- Arrive 10 to 15 minutes before the start of a class.
- Sign in at the front desk.
- Please keep voices to a minimum in front desk area and the classrooms.
- It is the student responsibility to bring their dance uniform to every class.
- No shoes allowed at any times inside the sacred space of classrooms. Cubbies and shoe rack are provided outside the practice rooms. The rest of your belongings can be stored in the cubbies located inside the classrooms.
- As a courtesy to other practitioners, silence or turn off your cell phones and other electronic devices while at the studio.

AUTO-PAY FEATURE

Aloha Yoga and Hula offers you the convenience of auto-pay program to save you money. We charge your credit card on a monthly basis. You may cancel the auto-pay convenience at any time with no additional charge.

- Yoga Auto-Pay: Sign up for our Auto-Pay program with no activation fee. Unlimited Auto-Pay Membership includes 10% off retail and 10% off workshops. There is no discount on Holistic Services such as: Thai Massage, Aromatherapy Massage, Organic Body Scrubs, Organic Facials, Reiki Balance, Etc.

FREEZE POLICY

You may freeze your Auto-Pay Membership in one month increments for up to three months during a calendar year, according to your billing cycle.

CANCELLATION POLICY

You may cancel the Auto-Pay Program at any time with no additional charge. To cancel you must submit a written notice via email or at the studio 30 days prior to the termination of Auto-Pay Program. Automatic Payments are not refundable after having been processed unless a mistake on our part took place. Memberships are non-transferable to another person.

If you cancel your membership and wish to renew again under the Auto-Pay Program your new Auto-Pay Rate will be billed at the Rate in Effect at the time of renewal. No Refunds, No Transfers. Terms subject to change.

REFUND POLICY

- Class Packages, Memberships, Intro Offers, Summer Camps are Non-Transferable and Non-Refundable.
- Memberships may not be shared.
- Class Packages may be shared by immediate family members living under the same household.

MESSAGE/REIKI/SKINCARE SERVICE CANCELLATIONS

24 hour cancellation notice policy applies to all appointments. A full session's fee will be charged for any missed or last minute cancellations. A 5% fee will be issued to cover our bank services to process the refund.

CLASS CANCELLATION

If you registered in advance for a class and wish to cancel, you may do this through Aloha Yoga and Hula's MindBody App Online System with a minimum of 4 hours prior to the beginning of

the class. Cancellations made less than 4 hours prior to the beginning of the class will be charged full price, as you have taken the spot of another paid client.

- Please Note that on occasion, teachers might be substituted at a short notice due to life events, for this cases, the cancellation policy still applies.

INTRO OFFER POLICY FOR NEW STUDENTS: 30 days of unlimited yoga for \$35 or first month of dance for \$35.

New students may take advantage of this welcoming super deal at Aloha Yoga and Hula one time only, and one offer per student only, either 30 days of unlimited yoga for \$35 or first month of dance for \$35.

*30 days of unlimited yoga intro pass is valid for 30 consecutive days following the original date of purchase and may be used to register for any regularly scheduled yoga classes.

*One month dance intro pass is valid for 1 month following the original date of purchase and may be used to register for any regularly scheduled dance (Hula, Tahitian or Belly dance).

RETAIL RETURN/REFUND POLICY

Retail Clothing and accessories may be exchanged or returned for store credit only if unused, unwashed and within 7 days of purchase. Yoga mats may be exchanged or returned for store credit only if unopened and unused within 7 days of purchase. Organic Skin products may be exchanged or returned for store credit only if unused or if did not meet your expectations within 7 days of purchase.

- Retail items cannot be exchanged for yoga classes, yoga memberships, dance classes, dance memberships or class packages.
- Yoga classes, yoga memberships, dance classes, dance memberships or class packages may not be exchanged for retail items.

GIFT CARD POLICY

Aloha Yoga and Hula's gift card can be purchased in any amount that you like and used towards classes, retail and/or holistic services. Gift cards cannot be exchanged or returned for cash.

LOST AND FOUND POLICY

Aloha Yoga and Hula will donate all lost and found items every 3 weeks. If you believe you left something at the studio, come pick up promptly or contact us as soon as possible.

We thank you for honoring our studio policies. Namaste!

Aloha Yoga and Hula Auto-Pay Sample:

Between _____ and Aloha Yoga and Hula for Monthly Unlimited Auto Pay Program.

Membership Start Date: _____

Membership Terms & Conditions

Membership is in force which is the Start Date, with automatic renewal for at least three (3) months minimum, unless cancelled by either you (the client) or Aloha Yoga and Hula.

Please read the following terms and conditions carefully and check the "I AGREE WITH THE ABOVE TERMS" check box and sign your name below confirming that you have read these conditions and accept these membership terms:

- 1) I understand my membership may be cancelled only after 3 months of continuous service of auto pay, once I submit my request via email to: info@alohayogaandhula.com or written notice at Aloha Yoga and Hula by requesting a cancellation form no less than (30) days prior to my next automatic payment date.
- 2) I also accept that Aloha Yoga and Hula does not pro-rate refunds or allows extensions and/or transfers for a suspended membership.
- 3) I understand that upon signing this agreement I am responsible for a minimum of 3 monthly auto pay cycles with no exceptions.
- 4) I understand that a confirmation in the form of an email from Aloha Yoga and Hula will serve as my confirmation of the successful submission of my request, unless you do it personally by filling out a cancellation form at Aloha Yoga and Hula. I understand that the owner of Aloha Yoga and Hula, Myriam Valenzuela, or her assistant Karen Valenzuela will email a final confirmation to me informing me that my cancellation has been processed and the date the cancellation is effective. I understand that it is my responsibility to ensure that Aloha Yoga and Hula has responded to the e-mail request that I sent, confirming my requested changes to my account. I understand that Aloha Yoga and Hula is not responsible for ensuring that I check my email for the cancellation response nor is Aloha Yoga and Hula responsible for following up with me to ensure that my membership cancellation has been processed correctly by my banking institution. I understand that this is my responsibility.
- 7) I understand that Aloha Yoga and Hula retains the right to auto draft my membership dues on the credit/debit card given at the time of signing up and should my bank account have insufficient funds to cover the auto draft, I accept that any insufficient funds penalties/fees assessed to my bank account are my responsibility and not that of Aloha Yoga and Hula. I understand that if I cancel or replace the credit/debit card that I have on file with Aloha Yoga and Hula for auto draft, I am responsible to update Aloha Yoga and Hula of this change.
- 8) I hereby certify that I am the holder of the credit card detailed on the auto pay system. I understand that I will be notified if my auto draft fails to authorize and that I will be charged a

\$10.00 declined-card fee. Termination of my contract will apply if I do not provide valid credit card information within (30) calendar days of the initial failed to authorize date.

10) I understand and agree that it is my responsibility to visit Aloha Yoga and Hula to become informed about the policies on membership cancellation.

I AGREE WITH THE ABOVE TERMS

Signature

Walk-in:

\$8.....Kids Yoga Drop-in

\$14.....Yoga Drop-in

\$14.....Dance Drop-in

\$14.....Workout Drop-in

\$12.....Yoga, Dance or Workout Drop-in for Full Time College Student/Teacher with valid ID

New Student:

\$29.....21 Days (Consecutive)

- No additional discounts towards intro offer apply
- Receive 20% on your second package if you purchase before your introductory package ends. 20% discount may be used only once.

Yoga Auto-Pay:

\$89.....Auto-Pay Monthly Unlimited Yoga & Workout Classes (3 months minimum required)

\$69.....Auto-Pay Monthly 8 (eight) Yoga & Workout Classes per month (3 months minimum required)

\$49.....Auto-Pay Monthly 4 (four) Yoga & Workout Classes per month (3 months minimum required)

\$79.....Auto-Pay Monthly Unlimited Yoga & Workout Classes for Full Time College Student/Teacher with valid ID (3 months minimum required)

Dance Auto-Pay:

\$40.....Auto-Pay Monthly Dance 1x week (3 months minimum required)

\$75.....Auto-Pay Monthly Dance 2x week (3 months minimum required)

\$35.....Auto-Pay Monthly Dance 1x week Classes for Full Time College Student/Teacher with valid ID (3 months minimum required)

Class Pass:

\$127.....10 Class Pass valid for Yoga & Workout Classes (Expires after 6 months of purchase) No refunds. No transfers. No extensions.

Single Month to Month Pass:

\$109.....Single Month of Unlimited Yoga & Workout

\$45.....Single Month of Dance 1x week

Studio Rental – Inquire

Private/Group Lessons – Inquire

Yoga Birthday Parties – Inquire

Hula Birthday Parties – Inquire