

Booking a Class

Due to dynamic government restrictions and to the sizing of our studio, all bookings **must** be booked online. Due to the capacity restriction, you may find it difficult to book into your preferred classes. Please consider this before making your purchase or reactivating your membership as we do not provide refunds for change of mind.

Class booking opens every Friday for the following week. At this point in time, we provide equipment such as yoga mats, yoga blocks, bolsters and straps. You are more than welcome to bring your own equipment (your own yoga mat and props) to each class.

If you are attending an In-Studio class, please arrive 10 minutes before your class as late entry is not permitted. As soon as class commences, the front door will be locked. You may be charged a late/no-show fee.

If you are joining for a live stream class, please connect no later than 5 minutes prior to class commencement. Any person trying to connect with less than 5 minutes prior to class will be charged a no-show fee.

Our late and no show cancellation policy is in place to ensure everyone has a chance to attend (please see below).

If you book into class and are unable to attend, please early-cancel at least 12 hours before your yoga class is due to start. You can do so from your members' app (fit by wix) or **email confirmation** when you booked that class. If you fail to do so you will incur a late cancellation/no show fee (outlined below).

Cancellation Policy

If you book a class and fail to cancel your booking at least **12 hours prior** you will automatically forfeit the class fee (with the exception of 10 class pass holders and pre-paid corporate accounts who will lose a class).

In-Studio Classes: If you fail to cancel your booking without at least 12 hours notice before your class starts **or** you simply do not arrive to class as a no-show **or** If you arrive after the class has commenced and the door is locked you will forfeit the class fee.

For Livestream Classes: If you fail to cancel your booking without at least 12 hours' notice before your class starts **or** you simply do not connect to your class as a no-show, you will forfeit the class fee..

Livestream Class Students will need to connect no later than 5 minutes before class commences. If you try to connect less than 5 minutes before class, the teacher will not be able to allow you access and you will forfeit the class fee.

The cancellation and booking policy is in place to ensure everyone has a chance to attend.

10 Class Pass and Trial Pass Expiry

10 Class Pass: Gives you access to 10 classes at Yogatopia Studio **Valid for 2 months**. This pass is non-refundable and non-transferable. No extensions or suspensions are available

Membership Terms and Conditions

Membership Payments are debited from your credit card **weekly**.

You can book classes under your membership from your selected start date For Yogatopia Online members, it may take up to 24 hours for you to receive access to book in livestream classes. Payments are non-refundable and non-transferable.

There is no minimum contract period. 7 Day's notice period before your next scheduled payment is required

Your final payment will be a full weekly payment

Payments will continue **until further notice from you**.

Cancellation requests must be submitted in writing via email (cheree@yogatopia.com.au). You won't be able to select your cancellation date immediately as we require **7 days notice** before your next scheduled membership payment to process the request. Any membership payments during this notice period are non-refundable.

Once you have submitted your cancellation request, you will receive email notification that it has been accepted. If you do not receive this request within 7 days of your cancellation request please contact us.

It is the responsibility of the member to cancel their membership.

Non-attendance does not warrant a refund on membership payments.

Memberships will not automatically be cancelled due to non-attendance.

Suspensions can be requested via email (cheree@yogatopia.com.au). We require 7 days notice before your next scheduled payment to process your request. If you have a membership payment scheduled during this notice period – the payment will be processed and cannot be reversed. Days that have been paid for will be made available for use at the end of the suspension. The minimum suspension period is 7 days and you can suspend for a maximum of 60 days annually.

Memberships will not automatically be placed on suspension due to non-attendance.