



Terms & Conditions

CASUAL CLASSES

- Valid 4 weeks from the date of purchase
- Passes are transferable
- Passes are non-refundable

5 CLASS PASSES

- Valid for 6 weeks from the date of first class attended
- Passes are transferable
- Passes are non-refundable
- Validity can only be extended under special circumstances
- Passes can be 'paused' for 1 week or 2 weeks. Requests must be made in writing (email, text or Facebook messenger) at least 2 working days prior to the pause date
- Unused classes after the expiry date will be pooled in myoga community fund

10 CLASS PASSES

- Valid for 12 weeks from the date of first class attended
- Passes are transferable
- Passes are non-refundable
- Validity can only be extended under special circumstances
- Passes can be 'paused' for 2 to 4 weeks. Requests must be made in writing (email, text or Facebook messenger) at least 2 working days prior to the pause date.
- Unused classes after the expiry date will be pooled in myoga community fund

INTRODUCTORY OFFER

- myoga Introductory Offer is valid for 14 days only available to brand new studio members. You can only purchase the Introductory offer once. The Introductory Offer is non-refundable, non-transferable and will activate from the date of your first class booking. This offer cannot be used in conjunction with any other offer.

REFUND POLICY

- myoga does not offer refunds for classes, events, courses, workshops, or retreats except for medical reasons where participants are unfit to participate in classes for the foreseeable future. A full refund will be offered upon presentation of an appropriate medical certificate. An administrative cost of 5% will be deducted to cover bank and processing fees.
- Whilst we have a no-refund policy, our passes are 100% transferable and you are welcome to re-sell or gift it to your friends or family. Alternatively consider donating to the myoga community fund, helping others access free classes when in need.

NO SHOWS/CANCELLATIONS POLICY

- If for some unforeseeable reason you need to cancel your class, you can cancel your booking online via Punch Pass up to 2 hours before the class start time (**except for classes before gam who have a 10-hour cancellation policy**).
- If a class is cancelled with less than 2 hours' notice (or 10 hours' notice for classes before gam) you forfeit one class pass. Please remember that your pass is transferable, and you are encouraged to gift your pass to friends and family.
- The 2 hour cancellation allows us to offer your spot to another person.

MYOGA COMMUNITY FUND

At myoga, our aim is always to support each other, particularly when times are difficult and financial priorities are elsewhere.

- All unused classes from expired class passes will automatically be added to the myoga Community Fund.
- We encourage members to book free classes using the myoga Community Fund option if ever you find yourself in financial stress. An entitlement of 2 free classes per year is automatic, and if more free classes are required, please talk to your teachers or Kellie.

GENERAL TERMS

- myoga reserves the right to cancel, change times and change teachers for events and classes without prior notice. In case of cancellation, your class/event ticket will be valid for the next class/event.
- myoga has the right to refuse entry at any time and cancel class passes for offensive, illegal, or inappropriate behaviour.
- Class passes are valid from the date of your first visit.

By booking classes or a pass, you are agreeing to all the above Terms & Conditions.