

## Yoga with Sheron at Nourish Wellness - Refunds, Credits, Cancellations, Etc.

*These policy changes will apply to the November-December 2020 session, and beyond.*

### **A) Session Cancellations due to unpredictable events:**

I will no longer be holding large sum credits. When covid came and all classes were put on hold, almost all tuition paid, as most of you know, became a credit. If something like that occurs again, I will send out an email listing the following options to close the credit (which will be 100% of the remaining tuition):

1. E-transfer.
  2. By mail (cheque) minus \$2.00 for postage and handling.
  3. Donate (all or part of) the eligible refund amount towards admin/operations of class.
- >> If you do not respond, I will assume you do not want a refund.

### **B) Need to withdraw from a session?**

**Once payment has been made**, a refund can be issued:

>Before the session begins and up to the end of day of the first class = remainder of session minus a \$10 admin fee.

>After end of day of first class and up to the mid way\* point of the session = remainder of session minus 20% admin fee.

>No credit or refund after the mid way point of a session\*\*.

All refunds are processed *by request only* (if you do not ask for a refund, I will assume you do not want one), are **calculated based on the date the request/letter is received** and **classes remaining in the session** (not the entire session).

Refunds will be paid out within 2 weeks of request confirmation/acceptance.

#### **Payment options for Refunds:**

1. E-transfer.
2. By mail (cheque) minus \$2.00 for postage and handling.
3. Donate (all or part of) the eligible refund amount towards admin/operations of class.

*\*The midway points are as follows: 12 week session, after the 6<sup>th</sup> class. 11 week session, after 5<sup>th</sup> class. 8 week session, after the 4<sup>th</sup> class. 7 week session, after the 3<sup>rd</sup> class. 6 week session, after the 3<sup>rd</sup> class.*

*\*\*Normally refunds will not be provided after the mid way point of a session, however; Participants with **exceptional medical or compassionate reasons**<sup>+</sup> may request a refund on remaining classes minus a 30% admin fee. Please provide a health-care professional's note or a letter written by you, explaining the request.*

*+ This may include being told by a Health Care Practitioner to self-isolate due to Covid-19, Norovirus, Influenza or other highly contagious illnesses or diseases.*

### **C) Snow/Extreme Weather and (one-of) Class Cancellations by me:**

As long as there are no road closures or travel advisories, and as long as the power is on, classes will run. So, unless you hear from me that a class has been canceled, I'll be there!

If classes need to be canceled due to weather or my illness, I will send out an email (or call or text) with at least 2 hours notice of class start time... unless something wacky happens, then I will contact you as quickly as I can. Please ensure you have provided your most up-to-date contact info with contact preferences.

**I will short-term hold your credit and send out an email with the following options:**

1. You can apply this one-class credit to the following session. And if you do not attend the following session, I will give you the following options to close the credit:
  2. Receive a refund via e-transfer or cash
  3. Receive a refund by mail (cheque) minus \$2.00 for postage and handling.
  4. Donate (all or part of) the eligible refund amount towards admin/operations of class.
- >> If you do not respond to the email, I will assume you do not want a refund.

### **D) Tired? Cranky? Sore? Attend class anyways?**

Please also know, so much of our classes can be modified. You can work in a chair or on the floor. You can opt out of as many poses as you like. You can just lay on the floor in Savasana the whole time. Many people have shared how they received benefit from just being in the room, hearing the cues, and breathing (or imagining themselves in poses). Know this is always an option for you, if you feel comfortable attending in such way. If you are contagious, please stay home.

*These policies may be updated at anytime. Only those currently attending classes at Nourish Wellness will be notified. (updated October 13th, 2020 with changes will apply to the November-December 2020 session and beyond)*

Questions, comments or concerns? Fire away!