

Yoga with Sheron at Nourish Wellness &/or live online via Zoom - Refunds, Credits, Cancellations, Etc.

These policy changes apply to the March-April 2022 session, and beyond.

>>What's changed since the last version? A few formatting changes, addition of "Zoom/online" wording, removal of redundant details, and the addition of the "missed class make-up" & "secured spot in following session" options/perks.

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:*

8 week session, after the 4th class. 7 week session, after the 3rd class. 6 week session, after the 3rd class.

Normally refunds will not be provided after the mid way point of a session, however; Participants with **exceptional medical or compassionate reasons 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.*

+ Exception: As per the Provincial Health Office Guidelines: cancellation policy to allow for in person class cancellations with no penalty if exhibiting COVID-19 symptoms.

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/internet 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, technical malfunctions 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 another class in this session or towards the following session.

OR 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) Missing a class?

Credits or refunds will not be issued for missed classes, however; one of the perks of registering for classes with me is the "class make-up" option. Missed classes can be made up with any of the other classes I teach at Nourish Wellness &/or via Zoom. This make-up class offer is only valid for the current session and cannot be carried forward.

Please keep track of your missed classes. You are ultimately responsible for deciding when and if you attend another class as a make-up. When time permits, I will send out a note to individuals that have missed classes, but this is not guaranteed to happen. With that said, I keep track of attendance each week and am happy to answer requests if you've lost track.

E) 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 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 and attend via Zoom.

F) Your spot is secure for the next session:

One of the other perks of registering for classes with me is that you have first dibs at keeping your spot in the following session, for as long as you attend. This is one wish I have been hearing from students for years and I am happy to offer it. If you skip a session, you will move into the round 2 invites, with other previous registrants.