



All Yoga Room members acknowledge to have read the present terms & conditions and undertake to respect them.

1. General Sales Terms

1. All purchases at Yoga Room are final. Yoga Room does not offer refunds on services or products for change of mind, injury, illness, change of address or any other reason.
2. Fees may increase from time to time to reflect increases in costs and benefits. Increase in fees applies to new contracts and passes only.
3. If purchasing packages require payments to be made in installments, the applicant agrees to approve such installments be made by credit or debit card on the dates as predetermined in the services contract.
4. All memberships (unlimited passes, class passes and contracts) are nominative and non-transferrable.
5. Memberships (unlimited passes, class passes and contracts) may not be shared. Anyone caught sharing a membership will be denied entry and forfeit their membership permanently.
6. It is the responsibility of the member to settle any unpaid participation to a class, workshop or other event at Yoga Room. Yoga Room reserves the right to suspend the member's membership until the unpaid participations are settled.
7. It is the responsibility of the member to settle any negative balance on their Yoga Room account. Yoga Room reserves the right to suspend the member's membership until the negative balance on the member's Yoga Room account is settled.
8. Gift cards can be redeemed for classes, memberships or products. They are not redeemable for cash.
9. To register or purchase from the Yoga Room online booking system and to attend regular classes, you must be over eighteen (18) years of age. Passes for Kids & Teens Yoga programs must be purchased by a person over eighteen on behalf of the kid or teen.
10. You must ensure that the details provided by you on registration or at any time are correct and complete.

1.1 Unlimited Passes & Class Passes

1. "Unlimited Passes" consist of unlimited memberships which are purchased with a single payment.
2. "Class Passes" consist of 10-class passes and Drop-in passes.
3. Any unlimited pass (except for presales, which give access to a new studio only) gives you access to unlimited classes in all of our studios, but excludes workshops or other special events.
4. The 10-Class Passes and Drop-in Passes give access to classes in all of our studios, and excludes workshops or other special events
5. The activation date of your pass is the date of the first class booked and not cancelled, even if not attended.
6. The Discovery Pass is an introductory offer for new members only. It is available only once per member. This pass gives access to unlimited classes in all of our studios during 30 days, but excludes workshops or other special events.
7. Anyone caught buying a Discovery Pass under two different accounts will be denied all future entry and the second Discovery Pass will be suspended immediately with no refund.
8. The 10-class pass expires within 6 months of the activation of the pass. No refunds are offered due to illness, injury, change of address or any other reason. Transfer of remaining entrances from an expired card to a newly purchased card is allowed only once per member.
9. The Back to the Mat offer is a one-time offer, available only once per member.
10. Yoga Room members are entitled to bring guests at the studio. Each guest member must be different and new to Yoga Room. (one person cannot be invited twice)

1.2. Contracts

1. Contracts consist of unlimited memberships which are paid in monthly installments with a commitment of either 3 months or 12 months.
2. The activation date of your contract is the purchase date of the contract (unless you specifically request another date before the purchase has been processed)
3. Any contract gives you access to unlimited classes in all of our studios, but excludes workshops or other special events.
4. It is your responsibility to ensure there are sufficient funds available to cover the payment. If a payment is declined due to insufficient funds, the transaction will fail. In case of rejected or refused payment, our policy is to reprocess the payment according to the following steps:
 - a. initial card will be reprocessed.

- b. if failed, any other card registered under member's account will be processed.
5. Members will be suspended from booking in case of unsuccessful payment. Yoga Room is in no way responsible for additional bank fees that you may incur from your bank. Bank fees are under the terms and conditions of contractual agreements that lie between you and your bank.
6. In case of early termination of a contract, the member must inform Yoga Room with a notice period of min 30 days and shall pay a termination fee of EUR 20 per month remaining on the contract.

2. Booking Policy

1. Payment for all classes must be received prior to the scheduled class date to ensure your spot.
2. Classes must be booked in advance. Classes are available for online booking from 5 days prior to class.
 - a. "Book Class" allows you to book a class.
 - b. "Add to Waitlist" allows you to put your name on the waiting list in case the class is fully booked.
 - c. A notification is sent to you by email once you are confirmed.
 - d. "Add to Calendar" does not allow you to book because booking and waiting list are full and not available at that time. Try again later.
3. Your reserved spot is valid until 5 minutes before the class starts. Confirmed members are required to do the check-in at the front-desk by then. After that, your reservation will be cancelled, and any spot left will be offered to members waiting at the front-desk.

3. Cancellation Policy

1. If you can't make it to your scheduled class, please cancel your spot to make your place available to others.
2. Cancellations must be made via the online booking system or mobile app maximum 2 hours before a class.
3. Cancellations will not be accepted via phone or email.
4. Your Yoga Room account status will show a Late Cancel if you do not show up or cancel too late.
5. After more than 5 Late Cancellations or no-shows within a month period, our system will apply the following measures on a random basis and with immediate effect:

- a. All your future scheduled classes will be cancelled;
 - b. Your online booking privileges will be suspended for 15 days;
 - c. Your membership is still valid which means you can attend classes by registering only at the desk 30' before the class if a spot is still available.
 - d. Class Pass holders will have one class deducted from their class pass.
4. Being on a waiting list for a class is like a commitment to joining that class. If you were waiting for a spot but have changed your plans in the meantime or can't make it to class even with a late notification, please remove yourself from the waiting list in a timely manner.

4. Studio Rules

1. Every possible effort is made to deliver classes and services on time as advertised. However, the schedule is subject to change or cancellation without notice. Yoga Room will not refund, transfer or offer compensation of any kind for classes that are late, changed or cancelled for any reason.
2. The studio opens 30 minutes before class and closes 30 minutes after class.
3. No late entry is permitted and leaving class early is strongly discouraged.
4. Yoga Room is not responsible for any loss, damage or theft of personal property.
5. Yoga Room reserves the right to refuse entry.
6. All members release Yoga Room, its owners, directors, managers, teachers and all employees of all liability regarding any injury that may have occurred during a class. Suspension required due to injury will fall under the Suspension Policy.

5. Suspension Policy

All members (at the exception of Discovery Pass members, and Back to the Mat members) have the right to suspend their membership under the following conditions.

1. The suspension can be requested once every calendar year.
2. The suspension can be applied for any reason. Medical cancellations/suspensions will fall under this policy.
3. The suspension is minimum 2 weeks and maximum 6 weeks. Medical suspensions can be requested for maximum 3 months upon submission of a doctor's note.
4. The suspension request must mention a start and an end date.
5. The suspension has to be taken in one time. We apply a 20€ administration fee per suspension.

Requests for suspension must be made at www.yoga-room.be/suspension with a 5-day notice period before the start of the suspension. For medical suspensions, the suspension request must be submitted maximum 14 days after the start date of the suspension.

6. Information, Privacy & Security Policy

1. Information published on this website is provided for the use of its visitors and you are advised that, although care has been taken to ensure technical and factual accuracy, some errors may occur. No guarantee is given of the accuracy or completeness of information on these pages.
2. Please be aware that Yoga Room may alter the information on its website from time to time.
3. Yoga Room shall have no liability arising from the use by any party of the information on this website.
4. Yoga Room does not guarantee that the website, its contents or hypertext links are virus free or uncontaminated. It is recommended to make your own virus checks and to implement your own precautions in this regard. Yoga Room exclude all liability for contamination or damage caused by any virus or electronic transmission.
5. Commitment to Data Security.
6. Your personally identifiable information is kept secure.
7. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information.
8. All emails and newsletters from our sites allow you to opt out of further mailings.
9. Yoga Room will never sell, trade, rent, exchange or otherwise share your personal information with any other person, company or organization

Last update: September 2019