

Hot Yoga Oxenford – Cancellation Policy

Late Cancellation & No-Show Fees:

All attendance to Hot Yoga Oxenford classes MUST BE pre-book no later than *30- minutes* prior to class start time. For health and safety reasons, all classes are subject to a strict maximum capacity which are strongly upheld. Please note that walk-in bookings **CAN NOT** be guaranteed. Therefore, to avoid being turned away on the day, it is highly recommended that all students pre-book via the Mindbody app, the Hot Yoga Oxenford website, or by contacting the studio directly. If you need to cancel your class attendance, for any reason, you MUST CANCEL YOUR BOOKING in Mindbody, on the studio website, or by contacting the studio directly, NO LATER THAN 2-HOURS PRIOR TO CLASS START TIME. Any cancellations made outside of 2-hours will not incur any penalty. Any cancellations made within 2-hours of class start time will be treated as a late cancellation and will incur a non-refundable cancellation fee. Dishonoured bookings will be deemed a 'no-show' 5-minutes prior to class start time and will also incur a non-refundable no-show fee. Class-pack holders will forfeit the unattended/uncancelled class, and this will be removed from your account. Unlimited membership holders will incur a \$10 late cancellation or 'no-show' fee, which will be directly charged to the authorised card or bank account you have stored on file. Any members that do not have payment details stored on file will be UNABLE TO ATTEND any further classes until the outstanding fee has been settled. Regular failure to cancel or attend your scheduled classes will result in reduced access to the online booking system. If you have had your booking capabilities limited, please contact Hot Yoga Oxenford Management to discuss and restore.

Bookings:

All classes have strict capacity limits, which are always strongly upheld. All bookings must be made prior to arrival and paid in full. ANY UNPAID BOOKINGS WILL NOT BE HONOURED OR CONFIRMED. Please contact the studio to make payment over the phone if you are having trouble online. Bookings can be made online via our website or the Mindbody Online mobile application, which is available on both android and apple operating systems.

Cancellations & No Shows:

Most of our classes have a waitlist of students who will be on standby if a space becomes available in class. We understand that plans can change, and you cannot always make it to practice. If you are unable to make your booking, please remove yourself from the class to allow another student access to the spot. Cancellations MUST be made NO LATER than 2 hours prior to the commencement of class start time. Cancellations can be made through your Mindbody Online app, or by calling the studio directly. If you are unable to cancel online, please notify the studio immediately. Failure to cancel your reservation will incur a \$10 no show fee or loss of 1 pass if you are a current pass holder.