

## View our Business Policies

- Once class has started, there will be no late entry. Door can be locked at the start of class. Please be on time!
- The room is heated in all power yoga classes.
- Please leave your cell phone outside of the room. If a medical professional on-call, parent or other necessity to have phone inside the classroom, advise teacher.
- Yoga mats and yoga towels are available for rent and for purchase in the boutique.
- Big Fish accepts credit/debit cards, cash, and checks. All credit card charges require a minimum of a \$10 purchase. Excess can go into your account for future use on rentals or purchases in the studio.

### CANCELLATIONS

Single Class, Class Pass Packages, and Unlimited Memberships:

- You must cancel your class 2 hours or more prior to class start time in order to unreserve your spot and return it to your account. Otherwise, you will be charged for that class.

### NO-SHOWS

Single Class and Class Packages

- If you do not show up to class and do not cancel, your class will be deducted from your account.

### Unlimited Memberships:

- Our membership platforms are as follows:

1. Annual pay in full
2. Auto-draft

- The only way to discontinue an auto draft membership is to contact directly in writing: [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com) with 'CANCEL MEMBERSHIP' in the subject line. Oral cancellations or any other form of Termination is not valid. More details below.
- Annual, pay in full memberships do not allow cancellations, holds or transfers of any kind.

### Workshops & Retreats:

- To cancel a workshop or retreat please e-mail [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com)
- Within two weeks of the date of workshop or retreat (14 days), no refund will be given. Workshop credit can be returned to your account however, this is based on the policy for in-house teachers, our partners, and/or guest teacher policy. Please see policy that will be included on each workshop or retreat offered through our studio.

### RETURN & REFUND POLICY

- We do not offer refunds on any Single Classes, Class Packages, Unlimited Memberships or Workshops.
- Boutique merchandise can be returned within 7 days of purchase with tags and receipt to receive store credit.

### TRANSFERS:

- All Class Packages, Unlimited Memberships, and Workshops are non-transferable.
- All class credits must be used by the original purchasing client.
- 5 and 10 class passes are allowed to share with family/friend accompanied by class pass holder.

## **AUTO-DRAFT MEMBERSHIP UNLIMITED AUTO-PAY**

Auto-Pay Memberships have a minimum of FOUR months commitment and require a 30-day written notice to discontinue via email to [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com), as of your individual billing date. No prorated months will be applied.

Contracts are billed on a monthly recurring basis based on the date of purchase.

To cancel your membership, please contact us with a 30-day notice. Contact via email to [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com) to ensure date and clarity of cancellation. This is strictly enforced and there are no exceptions. Your auto-draft membership cannot be cancelled verbally or without written documentation to [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com)

There are no holds/freezes. Your auto-draft membership can be discontinued for medical, emergency, extended travel or other needs with the above direction. The current month's charge will occur. And all future charges will be terminated based on your written request.

Memberships begin on date of purchase, but can be adjusted to the date in which you take your first class. If you would like to adjust the start date, email [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com). This must occur within the first month of purchase.

Further detail: Members wishing to change their memberships (or in any other way modify their contracts) must sign a new membership agreement. Membership upgrades (to a higher price membership will not be subject to any fees. Membership downgrades (to a lower price membership will be subject to all new expiration and cancellation dates, terms & fees applying, including registration and early cancellation fees.)

Membership prices are subject to change. In the event of a change in membership price, this would only be applied after 12 consecutive months have passed from member's first sign up. Members will be notified via email of any price increase to their memberships.

Class schedule is subject to change without notice. Please check our website for up to the minute changes, additions, and/or cancellations.

### **Memberships are Non-Refundable and Non-Transferable.**

Memberships include: Free mat storage when available at Beach and Nocatee location and Member rates on specified workshops.

## **LOST & FOUND**

Big Fish is not responsible for any lost or stolen items in the studio or yoga classrooms. Please e-mail [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com) directly for any items you may have left behind.

Continued :

**AUTO-DRAFT MEMBERSHIP UNLIMITED AUTO-PAY as agreed at purchase and seen through purchase tab on Mindbody:**

Monthly Unlimited Auto-Pay ("Contract") between ("Client") and Big Fish Power Yoga Corp. and related entities ("Big Fish Yoga"). The Contract includes the following:

- Four (4) months of monthly unlimited yoga at Big Fish Power Yoga and related studios at an auto-pay rate of \$99.00 via Client authorized credit card
- 10% off in-house workshops that does not include Teacher Training, Retreats or Programs
- Membership mat storage

Contract Duration: The Monthly Unlimited Auto-Pay will begin ("Contract Start Date") and continue for four (4) full months through ("Contract End Date"). At the Contract End Date, the Contract will automatically renew on a month-to-month basis and is open ended.

Agreement to Pay Monthly Recurring Fees: Client agrees to pay Big Fish Power Yoga Monthly Recurring Fees as follows: 4 months, monthly unlimited auto-pay rate of \$99.00 via Client authorized automatic credit card. After the Contract End Date, the Contract will automatically renew on a month-by-month basis.

Oral Account Termination requests are not valid.

Notice of Termination: Contract may be terminated anytime after the Contract End Date and the Contract terms are met. Termination of this Contract requires a 30-day advance notice and completion of the Termination Agreement. A minimum of 100% of the remaining Contract balance must be paid in full for early termination of this agreement. The Termination Agreement must be sent to [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com) with 'CANCEL MEMBERSHIP' in the subject line.

Oral cancellations or any other form of Termination is not valid. Client understands that under NO circumstance will Big Fish Power Yoga refund any monies paid under this Contract and will not hold Big Fish Power Yoga liable for service not used under any circumstances.

Default / Remedies: Any monthly payment which is received more than ten (10) days after the due date shall be subject to a late charge of the greater of ten percent (10%) of the amount due or \$15.00, for the added administrative costs associated with same.

Any payment that remains unpaid for thirty (30) days shall entitle Big Fish Power Yoga to terminate the membership, to suspend some or all membership privileges, and/or to take other actions permitted by law or in equity. Closing of account, insufficient funds or any other action, which prevents the automatic charge for my monthly dues, if applicable, will be a material breach of this Contract. Member agrees to pay reasonable attorney fees, legal expenses, and other lawful collection costs and expenses of collection incurred after a material breach of this Contract.

By checking this box, I agree to have read and agree to the terms and conditions set forth above on this date.

## **CLASS PASSES**

Class Passes expire six months from the date of purchase and are non-refundable.

### **Drop-In Class Pass**

- Expiration 30 days from date of purchase.
- Specific to the studio where purchased.

### **10 Class Pass**

- Expires six months from date of purchase.
- Specific to the studio and designated to the specific studio where purchased.
- No interchanging between locations.

### **Monthly Unlimited (no contract), 3 month and 6 month**

- Expires one month, 3 months or 6 months from date of purchase.
- Interchangeable between studios.
- No transfers. No holds.

## **STUDENT & MILITARY DISCOUNTS**

- School and college students and retired military or current military receive discounted rates with your respective ID.
- Discount cannot be combined with other discounts or specials.
- Discount is only redeemable in-studio, not online.

Please see our pricing page for pricing on all offerings.

All Memberships and Class Passes are Non-Refundable in part or full under any circumstances. Memberships are non-transferable. Class Passes can be shared when guest is present with the owner of the class pass, or if the owner of the class pass has requested in person or emailed [info@bigfishpoweryoga.com](mailto:info@bigfishpoweryoga.com) to share their class pass with specified person.