

OYF | KENSINGTON

- Come early and prepared for class with your mat, towel, and water. No late entries permitted.
- Be sure to use the Self Check-In tablet at the front desk or check in on the Oxygen app to avoid missed class charges.
- Have a favourite spot? Come early to secure it! Savings spots are not permitted. A mat on the floor is a secured spot - please do not touch others' belongings.
- No shoes or phones in the studio. Store all belongings in the rear cubbies, nothing in the studio.
- Be mindful of scents - deep clean your mat often, wear appropriate workout clothing (cotton and polyester hold unpleasant odors), wear deodorant/antiperspirant, be considerate of those around you.
- If you occasionally must leave early, speak to the instructor BEFORE class so they are aware. Do not put away equipment during savasana - consider others' practice.
- Need to cool down? Please leave the room for a breather. The instructor will open the doors as needed.
- Practice good hygiene - stay home when you are sick.
- One directional flow - in the front door and out the back door. No exceptions.
- Street parking only - there is NO parking behind the studio - the stall owners WILL tow. Kensington Plaza has plenty of parking.

- All Staff and Members are expected to abide by our Code of Conduct: <https://drive.google.com/file/d/14A0uUwHnIA0hxobiQOQTBXTPTS5qTKy/view?usp=sharing>

POLICIES

- If you cannot make class, please cancel 4 hours prior to class start time to avoid a \$10 late cancel fee or a \$20 no-show fee, as space is limited. Chronic late cancellations and no-shows are subject to booking suspensions.
- Sign up for text alerts to ensure you never miss a notification about getting into a class. Confirming with a Y or N is easy and hassle free.
- Joining the waitlist is the same thing as being registered for class! If you will no longer be able to attend a class you are waitlisted for (such as first thing in the morning), kindly remove yourself from the list to allow the next person the chance to attend. If you do not do so, you open yourself up to automatic late cancel or no-show fees.
- Membership hold fee of \$20/month or \$10 bi-weekly applies to all requests to hold on auto-pay memberships only. Monthly increments, once per year. Medical holds apply to all membership types and require a Doctor's Note. 30 days advance written notice required, with the exception of Medical Holds.
- Student Memberships must have a valid student ID on file and updated each year, or proof of valid, active schooling on file and updated annually, or student pricing will be renewed at full price.
- Autopay memberships no longer have commitments as of June 1, 2023. This does not include memberships signed up for prior to this date, unless agreed upon in writing. Termination of membership requires 30 days written notice by email after 30 days of membership have passed. Prepaid memberships cannot be terminated and no refunds will be given after the 10 instant refund policy has expired.
- Memberships must be up to date and active during the termination process (30 days notice). Memberships on hold cannot be terminated while on hold or 30 days after coming off hold.

- Sales and Introductory Offers are reserved for new members only. Current members who wish to capture a sale may do so by following studio membership termination policies, and provided the sale is still active.
- Oxygen Yoga & Fitness Policies: <https://oxygenyogaandfitness.com/privacy-policy/>