

OYF | KENSINGTON

PROCEDURES

- 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 phones in the studio.** Store all belongings in the rear cubbies, nothing in the studio. No shoes inside 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 - be considerate of others' meditation.
- Need to cool down? Please leave the room for a breather. The instructor will open the doors as needed. Do not open the doors unless instructed to do so.
- 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 and Lochdale Hall have plenty of parking.
- All Members and Staff are expected to abide by our Code of Conduct, found [here](#). Violating the Code of Conduct may result in the immediate termination of membership without a refund.

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. Declining a waitlist is subject to late cancel fees.
- 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. Declining a waitlist less than 4 hours before class start time is considered a late cancellation. Please remove your name from the waitlist to make space for the next person on the waitlist.
- 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.
- Our Membership Hold Policy is available [here](#).
- 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. Pricing will be renewed at current pricing, unless provided at renewal date.
- Refunds: We offer a 10 day instant refund, should you change your mind. The 10th day is from the date of either sign up or purchase, whichever comes first.

- Autopay memberships do not carry commitments as of June 1, 2023. Termination of membership requires 30 days written notice by email after 30 days of membership have passed. You will receive a confirmation email once membership has been terminated. Prepaid memberships cannot be terminated, transferred to another member or location.
- 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 within 30 days of coming off of a 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, provided the sale is still active.
- Oxygen Yoga & Fitness Policies: <https://oxygenyogaandfitness.com/privacy-policy/>