

# THE RIVER YOGA STUDIO POLICIES 2020

## UPDATED FOR COVID-19

### CLASS REGISTRATION

Pre-registration is required for ALL classes. You must have a credit card on file with The River to complete your reservation. All payments must be made through our website or the Mindbody app to ensure contact-less transactions.

### CANCELLATION & NO-SHOW POLICY

Studio classes must be canceled FIVE HOURS prior to your class start time. All no-shows and late cancellations will be charged a \$20 fee. We really don't like charging extra fees. However, our limited schedule and class size makes showing up more important than ever! There will be no exceptions. Please keep in mind that if a cancellation is made due to illness we ask that you avoid coming to the studio for two weeks.

### HEALTH & SAFETY POLICIES

1. Please bring what you need for your practice including a **yoga mat, water bottle, towel and yoga props**. Rental mats and studio props will not be available. We encourage you to limit the amount of additional personal belongings you bring to the studio.
2. **Please arrive no more than 15 minutes before your class start time.** Normally we love it when people hang out in the lobby, but for now we need everyone to be in and out to allow time for additional cleaning between classes.
3. **Face coverings are required for both students and staff at all times:** locker rooms, lobby, hallways in studio and while on your mat.
4. Wash your hands and/or use hand sanitizer upon entering the space. We have hand sanitizer stations around the studio for your convenience.
5. **Please keep 6' physical distance between yourself and others at all times.** The 6-foot rule does not apply to people who live in the same household. We have marked 6' distancing on the floors to help ensure we all maintain adequate distance.
6. **DO NOT COME TO THE STUDIO IF YOU ARE NOT FEELING WELL.** If you are having any symptoms of COVID-19 or even the slightest feeling of an illness, please reschedule. Anyone who arrives for their reservation showing or speaking of COVID-19 symptoms or illness will be asked to leave and be charged for your reservation. We would prefer not to enforce this policy and ask that you be understanding and respectful of the health of teachers and community.

### MEMBERSHIP CANCELLATION, SUSPENSION AND UPGRADE POLICIES

All membership cancellations, suspensions and upgrades must be submitted in writing 30 days prior to your next automatic payment via our online form found at [www.weseektheriver.com/membership](http://www.weseektheriver.com/membership). Changes will be reflected on the next billing cycle.

**Membership Cancellation Policy:** To cancel your memberships submit the web cancellation form at least 30 days prior to your next automatic payment. The River does not prorate refunds or allow extensions and/or transfers for canceled memberships. Membership can not be cancelled while it is suspended.

**Upgrade Policy:** Members may upgrade or downgrade to any of our three auto-pay memberships. To make a change submit the online form at least 30 days prior to your next automatic payment.

**Suspension Policy:** All memberships may be suspended for a **minimum of one month and maximum of four months, once per calendar year**. Membership suspensions are based on your billing date. Payments will automatically restart upon the predetermined date, unless you request an earlier activation date in writing by emailing [info@weseektheriver.com](mailto:info@weseektheriver.com). Memberships cannot be canceled while your membership is suspended. The River Yoga does not prorate refunds or allow extensions and/or transfers of a suspended membership.

**Exceptions:** The River Yoga makes exceptions for the following circumstances; military leave, pregnancy, unexpected relocation outside the Denver metro-area or medical disability/injury. In these instances, we will waive the 30 day notification policy so long as the request is submitted prior to your automatic payment date. If your request falls within these categories, please email sufficient documentation (doctor's note, copy of deployment orders, etc.) to support your request to [info@weseektheriver.com](mailto:info@weseektheriver.com).

### **CLASS PACKAGE POLICIES**

Classes packages cannot be shared between multiple people. Please note the expiration date. All sales are final.

### **RETAIL POLICIES**

To provide minimal contact, all sales will be done through our website: <https://weseektheriver.com/shop>. Feel free to pay via your phone/computer and pick up your item today! For safety measurements, we cannot allow clothing items to be tried on. All sales are final.

### **WORKSHOP POLICIES**

If you are unable to attend a workshop, please cancel 48 hours in advance to receive a full refund. Cancellations received less than 48 hour in advance cannot be refunded.