

TERMS & CONDITIONS

- All prices are in Canadian Dollars (CDN) and do not include GST.
- Nurse, Police Officers, Firefighters, EMS, School Teachers, Alberta Health Services Employees, Senior 55+ and Fulltime Students eligible for discounted rates. Must provide valid ID.
- Monthly, Yearly and Class Passes expire according to type of pass or membership and date of purchase. All class passes expire 1 year from date of purchase.
- All services offered by Soul Hot Yoga or Soul Spin Studio must be preceded by the applicant acknowledging, by way of completing a Liability Release Form, that he/she has no physical limitations preventing him/her from participation.
- Minimum age for participation is 14 years of age. All applicants under 18 years of age must have written consent from a parent or guardian.
- The applicants release Soul Hot Yoga and Soul Spin Studio, its owners, directors, managers and all employees of all liability regarding;
 - Any loss or damage to personal property, and;
 - Any injury to self or child.
- Soul Hot Yoga and Soul Spin Studio reserves the right to revise the terms and conditions and prices at our discretion by updating this website, social media and any in-studio documentation. You are bound by any such revisions and should therefore periodically visit this page, social media or studio to review the then current Terms and Conditions or pricing to which you are bound.

REGISTRATION

STUDIO OPERATIONS

- Doors open 30 minutes prior to class.
- Please note we do not accept telephone registrations or cancellations.

BOOKING AND WAITLIST

- You can book your classes up to 2 weeks in advance.
- All new accounts and bookings will require a credit card to be held on file.
- If a class is full, we highly recommend you add yourself to the waitlist. If a spot in the class opens up, you will automatically be added to the class you are waitlisted for and you will receive a confirmation email/text that you must reply in order to confirm or decline your reservation.
- If you placed your name on a waitlist it is your responsibility to remove your name from the waitlist if you are not able to attend.
- Please arrive a minimum of 10 minutes prior to your reserved class, otherwise your spot may be given to a stand-by client.

CANCELLATION POLICY

- All cancellations must be made through your online account and cannot be made over the phone or via email.
- You may cancel Spin, TRX or Circuit/Bootcamp reservations up to 4 hours prior to the scheduled start time of your enrolled class.
- You may cancel Yoga reservations up to 1/2 hour prior to the scheduled start time of your enrolled class.
- Reservations cancelled after this period will not be refunded and you will be charged for the class as a late cancel or a no show fee.
- If you do not cancel or show up, one class will be deducted from your class passes, or in the case of a Spin Membership, a \$15 charge will be applied to the credit card associated with your account or as a debit to your account.

GIFT CARDS

- Holiday Sale prices placed on a gift card must be redeemed within 60 days of the New Year. After 60 days regular rates will apply.

REFUND POLICY

- No refund on any purchase. This includes drop-ins, class packages, memberships, workshops, gift cards, gift certificates and merchandise purchases.
- All memberships cannot be placed on hold, transferred, refunded or extended.
- Retail sales are exchange only within 14 days of purchase. Merchandise cannot be used and must have original tags attached.
- Monthly Auto-Renew is the ONLY membership that can be cancelled after the mandatory 6-month obligation and requires 1 month notice in writing to info@soulstudios.ca

PRIVACY POLICY

Soul Studios collect personal information from our clients in the regular course of doing business. This privacy policy answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.

WHAT PERSONAL INFORMATION WE COLLECT

Soul Studios collects certain information from you through the process of making a purchase from our organization. Soul Studios uses leading merchant and point-of-sale software packages to complete purchase transactions and manage our business. Information collected through use of these applications includes name, address, phone

number, email address and other personal information required to complete the transaction and book your class. Credit card purchases require credit card type, number, expiration date and billing address for the card holder.

HOW WE USE PERSONAL INFORMATION

Soul Studios collect personal information primarily to complete sales transactions and for the provision of services to its clients. Certain information may also be used to improve customer service, administer loyalty programs, track purchases, direct marketing and for contests/surveys. We do not share your personal information with any third parties.

WHEN WE ASSUME AN INDIVIDUAL HAS CONSENTED AND WHEN WE ASK FOR CONSENT

Information is provided to us through completing a mandatory Release and Waiver of Liability form or by signing up through our website and is done with your full knowledge and consent. Under no circumstances will your personal information be disclosed to any third party unless we seek your express consent or are required to do so by law.

WHEN AND HOW AN INDIVIDUAL CAN OPT OUT OF COLLECTION

Clients are required to complete a Release and Waiver of Liability form in order to participate in classes or workshops. Opting out of this form is not an option if you wish to participate in a class offered by Soul. Should you receive a customer service, loyalty program, marketing, contest or survey email, you will have the ability to unsubscribe to future communications by clicking Unsubscribe at the bottom of the email.

WHO TO TALK TO IN OUR ORGANIZATION IF YOU HAVE QUESTIONS

For more information on Soul Studio's Privacy Policy, please email info@soulstudios.ca