



## CLASS BOOKING, CANCELLATION & WAITLIST POLICY > Hot Yoga Studio

UPDATED: SEPTEMBER 2023

All of the policies below apply to ALL classes in the Hot Yoga Studio.

All bookings/cancellations/amendments can be made via the HYC app, Mindbody app or online at [www.hotyogaclub.co.uk](http://www.hotyogaclub.co.uk)

### BOOKING CLASSES

- Classes can be booked 7 days in advance.

### CANCELLING CLASSES

- Our class cancellation window is 3-hours.
- You can early cancel classes up to 3 hours before the scheduled start time without penalty.
- If you cancel your class within 3 hours of the scheduled start time, or you fail to show-up for the class, this is a Late Cancellation or a No-Show.
- In the event of a Late Cancellation or a No-Show, 1 credit/class will be deducted from your active pricing option and you will not be able to re-book it. If you are on an Unlimited pricing option, a £5.00 fee will be charged to your stored payment card or added to your online account and will show as a negative balance until settled.

### WAITLISTS

- You will be placed on a waitlist if the class is full (check your waitlist number in the HYC app) and will remain on it unless you remove yourself.
- You will be notified by email when you have secured a space on the class.
- If you get a space on the class from the waitlist and late cancel or are a no-show, the cancellation policy above applies.
- The waitlist will 'lock' 3 hours prior to class so you will not automatically be moved to the class if a space becomes available - keep checking the app and rebook yourself if a space pops up.

If you have any questions relating to the above please contact us at the studio on 01784 463100 or via email at [enquiries@hotyogaclub.co.uk](mailto:enquiries@hotyogaclub.co.uk)



## CLASS BOOKING, CANCELLATION & WAITLIST POLICY > The Reformer Room

UPDATED: SEPTEMBER 2023

All of the policies below apply to ALL classes in The Reformer Room.

All bookings/cancellations/amendments can be made via the HYC app, Mindbody app or online at [www.hotyogaclub.co.uk](http://www.hotyogaclub.co.uk)

### BOOKING CLASSES

- Classes can be booked 14 days in advance.

### CANCELLING CLASSES

- Our class cancellation window is 24-hours.
- You can early cancel classes up to 24 hours before the scheduled start time without penalty.
- If you cancel your class within 24 hours of the scheduled start time, or you fail to show-up for the class, this is a Late Cancellation or a No-Show.
- In the event of a Late Cancellation or a No-Show, 1 credit/class will be deducted from your active pricing option and you will not be able to re-book it.

### WAITLISTS

- You will be placed on a waitlist if the class is full (check your waitlist number in the HYC app) and will remain on it unless you remove yourself.
- You will be notified by email when you have secured a space on the class.
- If you get a space on the class from the waitlist and late cancel or are a no-show, the cancellation policy above applies.
- The waitlist will 'lock' 24 hours prior to class so you will not automatically be moved to the class if a space becomes available - keep checking the app and rebook yourself if a space pops up.

If you have any questions relating to the above please contact us at the studio on 01784 463100 or via email at [enquiries@hotyogaclub.co.uk](mailto:enquiries@hotyogaclub.co.uk)