

# STUDIO POLICIES

Please review the following information carefully as our registration process and policies have changed.

## HEALTH & SAFETY

- **Stay home if you're not feeling well and/or exhibit flu-like symptoms** such as fever, cough, shortness of breath, breathing difficulties or a rise in temperature.
- We encourage you to wash your hands with soap and water before and after class. Hand sanitizer is available by the entrance.
- Studio is cleaned after each class. The steps we are taking to protect the health and safety of our Sangha include cleaning and sanitizing floors, door handles, bathroom fixtures, and other high-traffic areas.

## REGISTRATION

- **Registration is required for ALL online and in-person classes.**
- **You will need an active pass in order to make a reservation.** First you will need to create an account. The system will check to see if you're already a customer by matching the login email to the email address we have on file. You will be able to register for classes, review your past attendance and future reservations, or check how many visits you have left on your pass and when it will expire.
- If you currently don't have a pass, please **purchase a new pass or a drop-in visit** on our website, then return to the schedule page to sign up for a class.
- **Pass not showing on your account / getting 'no active pass' message when trying to register for a class?**
  - ▶ Your existing pass might be on hold – please email us to reactivate it.
  - ▶ Your account was created with a different email than we currently have on file, which resulted in a duplicate account. Let us know and we'll fix it.
  - ▶ If you've just bought a new pass/drop-in, it won't show on your account right away, there is a delay (we are working on improving this) so please **don't leave registration to the last minute.**
- **For in-studio classes, 24-hour cancellation policy applies.** If you cannot attend a class, please log into your account or use the cancellation link at the bottom of your confirmation email to cancel your reservation. **You will be charged for any cancellation less than 24 hours before class.**
- **At this time 24-hour cancellation policy doesn't apply to online classes.** You will get a warning when you cancel your reservation, but your pass won't be charged.

## IN-STUDIO CLASSES

- Classes are limited to 9 students. **Please register online** - no walk-ins will be allowed to join.
- Door opens 15 minutes before class. Please stand 6 ft apart from others while waiting outside the studio, and enter one student at a time.
- Spots for mats have been marked on the floor with tape. Unless directed otherwise by the teacher, proceed to a spot at the front of the room (towards the prop wall); please do not take the spots near the entrance if spots at the front are still open.
- **Please bring your own yoga mat.**
- Studio props are off-limits until further notice, please bring your own. Used props will be available for purchase in the studio. For new props we recommend Halfmoon: [shophalfmoon.ca](http://shophalfmoon.ca).
- Water unit and cups cannot be used at this time, please bring your own water/beverage.
- After class, take your mat and all your props home with you and clean them before you return. **Do not leave anything in the studio.**
- **Please be mindful and practise social distancing at all times.**

## ONLINE CLASSES

- Online classes via Zoom will continue indefinitely.
- Session will open about 10 minutes before the class is scheduled to start. To join, click on the link in your registration confirmation or reminder email.
  - ▶ On your computer: Download the Zoom application or join directly from your browser; the recommended browser is Google Chrome.
  - ▶ On a mobile device: You will be prompted to download the free Zoom app.
- Click 'Join with video' and 'Call using internet audio'
- When you first join, you will be able to see and hear the teacher and she will be able to see and hear you. As the class is about to start, all participants will be muted so you will only hear the teacher but not other participants, and they won't be able to hear you.

If you have any questions or need assistance with your online account, class registration or pass purchase, please email [info@thepathyoga.com](mailto:info@thepathyoga.com).

**Thank you for your cooperation and patience while we're adjusting to this 'new normal'.**