



HORIZON YOGA TERMS AND CONDITIONS

These Terms and Conditions outline essential information for the Horizon Yoga studio members. Please read this document carefully, and if you have any questions, do not hesitate to contact us at connect@horizonyoga.com.au. The Horizon Yoga Terms and Conditions may change, in which case you will be notified by email.

CLASS BOOKINGS

We highly recommend booking your classes online. This way, you can be sure your spot is confirmed. It is essential in case of popular classes, workshops and other activities at Horizon Yoga. Bookings can be made on our website using Punchpass, the software we use to manage our schedule or timetable and attendance. Classes can't be booked via email or SMS.

PASS OPTIONS

We offer a variety of options including unlimited passes, 4 or 10 class passes, drop-ins and memberships at Horizon Yoga. On 4 and 10 class pass, there is no expiry date. Our unlimited passes, including intro offers, are valid for the indicated period starting from the first attended class. Please head to our website to read more about our pricing plans. We recommend selecting our recurring membership if you are planning to visit our studio more than once a week.

INTRO OFFERS

Our Intro Passes are available to new Horizon Yoga students only and are non-transferable. There is a limit of one pass per person and you can only purchase one Intro Offer.

RECURRING MEMBERSHIP

Our recurring membership allows you to attend an unlimited number of our classes. The membership payment is taken weekly from a card of your choice. There is a possibility to suspend your membership twice a year. The minimum suspension period is 2 weeks with a maximum up to 4 weeks per year with no additional fees. There is no possibility to backdate the suspension. Please send all suspension requests to connect@horizonyoga.com.au at least 7 days before the requested start date. If you would like to cancel your membership, please email at connect@horizonyoga.com.au. The cancellation period is 1 week from the day of receiving your email. We will notify you of your last payment date and the date your membership will expire. Membership holders are entitled to additional discounts and promotional offers. Please head to our website to read more about our membership conditions.

REFUNDS

We have a no refund policy. Refunds are only granted should Horizon Yoga be deemed at fault. Example: your class was cancelled at the last minute.

CANCELLATION POLICY

When you book your class online, we hold that space for you and potentially turn away other class participants. Please make sure that you cancel your reservation if you are no longer able to attend. You can cancel your class after logging into your Punchpass account and additionally, every reservation confirmation email contains a link to cancel your reservation. We allow you to cancel a class up to 2 hours before the start time to avoid a late cancel/absent fee.

What will happen if you book your class and don't show up/don't cancel:

If you bought a 4 or 10 class pass, the class would be deducted from your pass as if you had attended.

If you bought a drop-in pass and did not show up, there will be no refund.

If you purchased a membership and won't be showing up at your booked classes, we will kindly send you a kind reminder of our booking policy.

This Cancellation Policy applies to all classes and workshops offered at Horizon Yoga.

YOGA STUDIO

Horizon Yoga members must be at least 16 to attend classes. For members over 16 years and under 18 years, written consent must be provided by a parent or a legal guardian. We provide all equipment at Horizon Yoga, however, you are more than welcome to bring your mat. Please wear comfortable and appropriate yoga attire for your classes and be aware that our classes are taught barefoot.

FINAL FINDINGS

We reserve the right change or cancel classes from our schedule at our discretion without notice. It is also our right to change our pricing policy. Horizon Yoga members affected by this change will be notified by email.