

POLICIES - TERMS AND PROCEDURES



Equilibrium
YOGA AND FITNESS

1. RESPONSABILITY -

The CUSTOMER declares that they are physically sound to proceed with instruction in Yoga. It is further agreed that all exercises and lessons shall be undertaken at their own risk, and that the EQUILIBRIUM will not be liable for injuries or damages to the person or property arising out of, or connected, with the use of services of facilities of EQUILIBRIUM, or the premises which the same are located.

2. CREDIT NOTES - REFUNDS (14 days from the date of concert, events, workshops) MENTION CLAUSE REQUIRED UNDER THE CONSUMER PROTECTION -

The CUSTOMER may cancel the contract with a written notice only to info@equilibriumyoga.ca.

If the CUSTOMER cancels this contract *in writing* after EQUILIBRIUM has begun the performance of his principle obligation, the CUSTOMER must pay only:

- a) The price of the services rendered him, computed on the basis of the rate stipulated in the contract*; and
- b) The less of the following 2 sums : 50\$, or a sum representing not more than 10% of the price of the services that were not rendered him as a cancelation fee.

*The amount is calculated as the total amount of the service divided by the months of the service agreement (1 year passes only). All other passes, falls under the per class price. The services that were supplied to the CUSTOMER will be paid to EQUILIBRIUM, with the proper cancellation percentage charge. (see above).

MERCHANDISE : FINAL SALE

Room Rentals: • 48 hours notice to Equilibrium in writing: Equilibrium will retain 100% cancellation fee of the total amount charged. • 3 days to 29 days notice in writing: Equilibrium will retain 50% of total amount charged. • Up to 1-month notice in writing: Equilibrium will retain 15% of total amount charged.

3. EXTENTIONS - PACKAGE (INSCRIPTIONS-Unlimited Passes)

No legal holiday extentions (Christmas etc..) Equilibrium will not extend any unlimited passes. *Exceptions would considered in the event of work travel or illness provided with proof by customer – (maximum of 2 months extension).*

4. REWARDS PROGRAM

Customers earn rewards via our rewards program. You can receive packages and products by accumulating points. See our website, the reception for details - or go to <http://www.perkville.com/biz/4569> to sign up!

