



# Purchasing and reservation policy.

## PRE-REGISTRATION

Online registration is strongly recommended for all our classes and workshops in the studio or café to guarantee your place. We DO NOT take reservations by phone or email unless otherwise advised or due to technical issues. You can do this on our website [espacepauze.com](http://espacepauze.com). If you are not sure that you will arrive in time for your reservation (traffic, schedule conflict, on call, etc.), we recommend that you book a little more last minute, especially if you notice that there are still several places left. The number of remaining places is indicated for each event.

## CANCELLATION POLICIES

### 1. YOGA/FITNESS/WORKSHOPS

- If you cannot honor your reservation, please cancel at least 3 hours in advance. Any late cancellation or no-show will be considered as a completed class;
- For morning practices (in the studio, outside AND online), the cancellation deadline is 10 p.m. the evening before. Any late cancellation or no-show will be considered a completed class.
- During classes or workshops outside of “drop-in” sessions, we apply a policy of a minimum of 4 people for the class to take place. If there are less than 4 reservations within 60 minutes of class, practice MAY be canceled. This measure is evaluated on a case-by-case basis. If you are registered and the class is canceled, you

will receive a notification by text message or email, depending on the settings you have chosen in your account. Class cancellation will also be visible on our schedule on the website.

- For morning practices, cancellation will be made before 7 a.m. and will be visible on our social media.
- All cancellations and changes to class times made 24 hours in advance are available and visible online. Please check our calendar and our Facebook page regularly. We **STRONGLY RECOMMEND** activating the “Schedule Notifications” feature in your account to receive class cancellations or changes via email or text message.

## **2. OUTDOOR CLASSES AND WORKSHOPS**

- For outdoor practices, a minimum of 5 online registrations are required within 2 hours before the class for it to take place.
- For outdoor classes, if you cannot honor your reservation, please cancel at least 3 hours in advance. Any late cancellation or no-show for class will be considered a class used;
  - Class Card: Your class will return to your class card if you cancel at least 3 hours before. Otherwise, you lose this class.
  - Unlimited Subscription or Unlimited Plan: If you are on an unlimited subscription or unlimited plan – after a warning – you will have an automatic \$10 charge on your credit card.

## **PLAY SPACES**

**IMPORTANT:** Espace Pauze has the option of canceling your reservation for reasons beyond your control, but will do its best to give you less than 24 hours' notice.

### **1. RESPECT**

Out of respect for other customers, we ask you to arrive at your reservation time. Those who do not respect their reservation may have future reservations refused. Espace Pauze retains the right to cancel any reservation in the event of non-compliance.

## **2. CANCELLATION**

**No credit or refund will be made for any cancellation. However, if you can still transfer your ticket, see below .** If you need to cancel or postpone your reservation, you must do so at least 24 hours in advance. If you make a reservation for the same day, you must show up without exception.

## **3. TRANSFER YOUR TICKETS**

If you cannot come to your reservation (for example your child is ill), you can transfer your tickets to another person. In this case, please send us an email with the person's name and telephone number. You must inform this person of the rules of Espace Pauze and send them a copy of your reservation. The time and day of the reservation remains the same. No refunds or credits apply.

## **4. TARDINESS**

If you think you will be late, you must notify us by calling or sending an email. If you arrive late, your available time will be reduced. After 30 minutes of delay without notifying us, we consider your reservation as canceled and the above clauses will apply.

## **PARTIES AND EVENTS (ROOM RENTAL)**

**IMPORTANT:** Espace Pauze has the option of canceling your reservation for reasons beyond your control, but will do its best to give you less than 24 hours' notice.

### **1. RESPECT**

Out of respect for other customers, we ask you to respect your reservation time. Those who do not respect their reservation may have future reservations refused. Pauze space retains the right to cancel any reservation in the event of non-compliance.

### **2. CANCELLATION**

**No refund will be made for any cancellation. However, you can still**

**move the date, see below** . If you need to cancel or postpone your event, you must do so at least 72 hours in advance. If you make a reservation for the same day, you must show up without exception.

### **3. RESCHEDULING**

If you cannot come to your reservation (for example your child is sick), you can only move the date once. In this case, please send us an email with the new desired date. Only more elaborate package changes will be accepted, we do not offer discounts for downward adjustments. No refunds or credits apply to the new date.

### **4. TARDINESS**

If you think you will be late, you must notify us by calling or sending an email. If you arrive late, your available time will be reduced. After 30 minutes of delay without notifying us, we consider your reservation as canceled and the above clauses will apply.

## **PAYMENT**

- All prices are subject to applicable taxes.
- We accept payments by Interac , Visa and MasterCard. Cash payment is not accepted, but it is still preferable to use other options. We can send you a receipt by email. If you require a receipt, please let us know at the time of purchase or write us an email .
- Our subscriptions are not refundable or transferable and cannot be shared.
- Please contact us for more information regarding private lessons, semi-private lessons or corporate packages.
- For student discounts, valid proof of identity will be required upon purchase and may be required again for future verification.

## **EXTENSIONS OR SUSPENSIONS**

### **1. INTRODUCTION WEEK**

- The introductory week is valid from the first lesson.

- Offer for new student\* only. Limit of one per person.
- The introductory week cannot be shared, extended, suspended, transferred or refunded

## **2. SUBSCRIPTIONS/MEMBERS**

- All subscriptions have a one-year commitment and are automatically renewable each year.
- All members have access to exclusive promotions.
- A subscription cannot be shared, transferred or refunded.
- Members get 10% off workshops at the studio.
- Members can invite a friend at any time for ONE free trial

## **3. CLASS SESSION (PRENATAL, PARENT-CHILD, CHILDREN)**

- Classes in the session cannot be shared, extended, suspended, transferred or refunded.
- No refund if cancellation is made less than 2 weeks before the start of the session. However, if you ever need to cancel for health reasons during the session, the value of the remaining session amount will remain in your account for future use.
- A “credit” is possible for medical reasons upon presentation of a medical note recommending the cessation of the practice in connection with the session offered.
- In the event of an exception, at MAXIMUM one class during the session can be refunded only if the student cancels at least 2 hours in advance AND only if their place in the class is filled by a student on the waiting list. If the class is not filled or replaced by another student, the class cannot be refunded.

## **4. WORKSHOPS**

- We suggest booking online for our workshops to guarantee your place.
- No refund if cancellation is made less than 72 hours before the workshop. If cancellation is completed more than 7 days before the workshop, refund is applicable. If cancellation is made between 72 hours to 7 days before the workshop, a credit will be applied to the student's account.

- All fees associated with workshops must be paid in full prior to the event. Any unpaid reservation will be canceled at any time if the workshop is full.

## **5. MINI GYM CIRCUIT**

- This workshop is free for members and \$10 for non-members.
- It is strongly recommended to reserve your place as places are limited.
- For cancellations, you must cancel at least 3 hours in advance to avoid incurring cancellation fees.
- It is better to arrive late than not to go, because the workshop cannot be credited for latecomers.

## **PROMOTIONS AND DISCOUNTS**

- Student and Senior discounts (65+): We offer a discount for students and Seniors (65 years and over) on certain packages and subscriptions for studio classes. Proof will be required such as a valid student card or ID card with year of birth for this discount to be applied. A student is defined as a child aged 18 and under. Please write to us at [contact@espacepauze.com](mailto:contact@espacepauze.com) if you would like to book your online class and get your discount. Periodically, promotions will be emailed to our students and/or announced via our social media networks. These promotions are typically available for a short duration.
- Once the stated purchase deadline has passed, we are no longer able to honor the promotion.

## **ON-SITE STORAGE – LOST & FOUND**

- The Espace Pauze studio does not provide participants with a place to store their personal belongings or mat between their visits. We reserve the right to place items in our lost and found bin.
- Espace Pauze is not responsible for lost or stolen personal items. Participants can put their personal belongings in a locker during their class.

- Shoes and boots: please place soiled boots and shoes in the designated areas.
- Any personal items found in the studio will be lovingly placed in our lost and found.
- Lost items are donated to charity after 30 days.

## **CODE OF CONDUCT**

- To ensure the safety and cleanliness of the center at all times, you will be asked upon your arrival to leave your stroller at the entrance or in the air café only.
- No food from outside is permitted with the exception of baby or allergy food. Our café will be at your disposal if you want to eat a meal or a snack, or drink a good smoothie or coffee.
- We ask that you bring a pair of stockings if you wish to use the playground, otherwise you can purchase them on site. Your little one's shoes as well as those of the accompanying adult must be removed before entering the play area, thus allowing us to ensure that it is clean.
- The city requires us to respect the maximum capacity of the premises. EspacePauze will be responsible for managing the premises to prevent the space from being too busy. In these cases, we may be required to refuse customers. Members, people who have reserved or people already present will have priority over the next visitors.
- Do not hesitate to contact us by telephone or e-mail and we will respond to you as soon as possible. [contact@espacepauze.com](mailto:contact@espacepauze.com)