

NY Loves Yoga Studio Policies and FAQs

**Phones are not allowed in the studio; please keep them on silent with your other belongings. Doors are locked during class sessions so your personal items are secure.*

Cancellation Policy

Classes:

- MindBody: Cancellations made at least 3 hours before class will be considered early cancellation, with credit remaining in the student's MindBody account.
- ClassPass: Cancellations must be made at least 12 hours before the scheduled class time without charge, thru ClassPass. *All changes to your ClassPass reservation must be made through the ClassPass app.*

Workshops: Cancellations made at least 24 hours before the scheduled workshop will receive credit to the student's MindBody Account for future workshops.

Trainings: Full refunds will be provided for cancellations two weeks before the training start date. For cancellations made one week before, 50% of the tuition will be refunded.

What if I'm running late?

- If you're running late, please email us at info@nylovesyoga.com, and we'll do our best to accommodate you, if it's no more than 5 minutes.
- Doors may be locked at the start of class to minimize disruptions.
- Late arrivals may not be permitted to enter once class has begun, at the discretion of the instructor.
- If you're not checked in at least 5 mins prior to the start of class, your spot may be given to someone on the waitlist.
- No refunds or credits will be issued for late arrivals or missed classes.

I'm new to the studio...

For first time visitors, please arrive 5-10 mins early to settle in. Bring your yoga mat or rent for \$2, \$2 water bottles (we have a water fountain) and wear clothing that you can move in. All cell phones are turned off in the yoga studio.

Do you have showers or lockers?

We have two bathrooms (no showers), and coat hooks and shelves for your belongings.

Do you provide mats?

Mats are available for rent at \$2 per use. Blocks, blankets, straps and other props will be provided for use during classes.

Do I have to pre-register before coming in?

Yes, many of our classes fill to capacity. **We cannot guarantee entry for drop-in or late arrivals.*

I signed up for an online class, now what?

Zoom links for online classes are emailed 15 minutes before the scheduled class starts. Please make sure ny loves yoga and mindbody are in your address book.

What forms of payment do you accept?

We accept card payments, cash, and Venmo. *We do not currently accept Apple Pay.*

What do I do if I am on the waitlist?

Make sure emails from Mindbody and NY Loves Yoga are not marked as spam to avoid missing important notifications. Mindbody will send an email if you are moved from the waitlist and given a spot in the class. Availability is subject to last-minute cancellations or no-shows by other students.

What if I want to bring a guest?

Guests should create a MindBody account and sign the liability waiver. Email info@nylovesyoga.com before the class so we can add the credit to your guests account.

How do I cancel my Monthly Autopay?

Email us at info@nylovesyoga.com 30 days before your next billing to cancel.

What if I left something behind at the studio?

Email us at info@nylovesyoga.com or give us a call (212)877-9642 and we'll set it aside for you in our Lost & Found section.

Please note unclaimed items will be donated or recycled after 14 days.