

Dear Happy Buddha Yoga Community,

I want to thank you all for your continued support over the years as we've had to navigate many changes. The fact that our yoga and wellness community has survived a constantly-evolving, small business landscape and a global pandemic is a testament to you all who consistently show up for yourself and in turn, support of the Happy Buddha Yoga Community..

As we head into colder months and a busy holiday season, I wanted to send out some information on minor changes to our schedule and policies, along with some reminders on already existing expectations. I appreciate you taking the time to review what has been laid out below and please do not hesitate to reach out if you have any questions or suggestions.

### **Pre-Registration Classes**

Effective immediately and continuing through Spring, many of our classes will now be "Pre-Registration Required".

- An asterisk (\*) will appear before the name of each pre-registration class so it is easy to identify on our online calendar.
- At least 3 people will need to be signed up in order for that class to take place.
- For early morning classes (start time before 9am), registrations must be received the night prior by 8pm.
- Classes that start mid-day or evening, registration must be received 2 hours prior to scheduled start time.
- Pre-Registration classes are now prepay to cut down on "no shows". If you have an active class pass, one class will be deducted for each Pre-Reg class you sign up for. Those that do not have an active pass will be prompted to purchase either a multi-class pass or drop-in pass to continue registering.
- Refunds will not be given for "no shows" to pre-registration classes
- If you did not pre-register but see that the class is still open on the schedule for that day, then drop-ins are encouraged but please be sure the class is still "open" on our online schedule.

The enforcement of Pre-Registration Classes is necessary at this point to cover the costs of running the studio during winter months. Your understanding and cooperation is much appreciated.

## **Inclement Weather/Unforeseen Circumstances**

Sometimes the hype around a winter storm doesn't come to fruition and sometimes the roads freeze with little warning. Additionally, things come up at the last minute that are out of everyone's control. All of these scenarios may lead to unexpected class cancellations. We are asking that everyone in the Happy Buddha Tula system take a moment to check your account information. Make sure the email, cell phone number and even last name are current. Some of you were part of our old software and many things may have changed over the years. Having updated contact information will make it easier for the HBY staff to contact you directly in the rare chance of an emergency cancelation of class(es). This is another reason why registering for classes is convenient for everyone! Social media is also a good way to find updates about the daily schedule or any changes, but it's not always reliable due to algorithms and restrictions on business accounts so Tula is our best way to reach everyone!

## **Reminders**

- All passes have expiration dates! They always have. Each pass has a corresponding, and very fair, amount of time to be used within. When purchasing a pass, please check our website where these dates are listed or ask the instructor who is adding the pass to your account. You can manage your account anytime online by accessing your Tula account. There you can see your purchase history, pass type, expiration dates, classes attended and more. You can send direct messages, purchase gift cards and register for classes as well. Please honor the contract you made when purchasing the pass and do not ask for extensions or free classes.
- Arrive on time for the class you are attending. This means at least 5 minutes before start time, especially in colder months. If you arrive late and there are not enough people to hold class, the instructor reserves the right to cancel at the scheduled start time despite late arrivals.
- Classes must have at least a few students on time, in the studio at the start time of a scheduled class in order to proceed. The reality is, each class incurs expenses so having multiple participants in every class is necessary to offset operational costs.
- If you have physical injuries, chronic illnesses or other medical concerns about practicing physical yoga, please consult a physician before taking part in group classes. Our instructors have varying degrees of knowledge and experience but cannot be expected to diagnose or offer treatment/suggestions for specific issues. We would love to help you modify the practice/poses for your comfort and to help

meet you where you are on any given day but there are limitations and liabilities with that so please be respectful of the entire class. You are welcome to inquire as to whether the instructors offer private sessions where they can work with you directly but that is separate from Happy Buddha Yoga.

Happy Buddha Yoga is committed to maintaining your comfort and safety while providing a space that is conducive to healthy forms of movement, informed and experienced instruction as well as physical, financial and schedule accessibility. Times are tough for small businesses, we're still recovering from Covid losses while trying to keep up with the rising costs of literally everything so your continued support and understanding of what has been laid out above is appreciated.

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