Student & Studio Policies and Guidelines

Welcome to Rooted Yoga & Wellness LLC ("Rooted")! We are honored to provide a grounded sanctuary to support your practice, growth, and well-being. To maintain an environment that serves as a refuge of healing, connection, and safety for our entire community, please thoroughly review and adhere to our official policies below.

1. General Studio Etiquette & Sacred Space Culture

- **Arrive Early:** Please arrive **10–15 minutes prior to class** to allow ample time for check-in via our front desk, studio setup, and dynamic grounding.
- **Late Entry Policy:** To protect the sacred energy of the practice room, late entry thresholds are strictly enforced:
    - **45 or 60 minute classes:** Doors are locked at the start of class
    - **Workshops:** No entry is permitted after **15 minutes** past the start time.
- **Practice Presence:** Silence all cell phones, smartwatches, and personal electronic devices completely before stepping past the front desk. Keep talking to a respectful minimum inside the practice areas.
- **Respect the Sanctuary:** Remove outdoor shoes immediately upon entry and store them, along with all personal bags, in the designated cubby areas. Keep the lounge and common spaces clean, neat, and uncluttered. Please talk at a respectable noise level, especially when the meditation room is in use.
- **Hygiene & Fragrance Protocol:** Come to class clean, with bare feet. To protect community members with respiratory sensitivities or allergies, **avoid wearing perfumes, heavy essential oils, colognes, or strongly scented body products**.
- **Leaving Class Early:** Leaving class early—especially during Savasana (final rest)—is highly disruptive to others. Unless an urgent emergency arises, please plan to stay for the entire duration of the session. If you must leave early, notify the instructor *before* class begins and place your mat near the exit door.

2. Health, Safety, & Medical Guidelines

- **Medical Clearance:** We strongly encourage consulting a physician before beginning any new physical wellness or fitness regimen, particularly if you have underlying health concerns.

- **Instructor Notification:** It is your responsibility to proactively notify your instructor of any injuries, acute medical conditions, physical limitations, or pregnancy before the class sequence begins.
- **Impairment Policy:** For your safety and the safety of the collective space, do not attend class under the influence of alcohol, recreational drugs, or prescribed medications that may impair your cognitive judgment or physical coordination.

3. Class Packs & General Purchase Policies

- **All Sales Are Final:** All single-class drop-ins, class packages, workshop registrations, and membership dues are non-refundable and non-transferable. Refunds are issued solely in the rare event of a direct studio error. Account credits or retail exchanges may be offered strictly at the management's discretion.
- **Class Pack Limits:** Class packs are limited to one unique user per pack. Sharing class credits with friends, family, or partners is not permitted.
- **New Student Specials:** Introductory offers are reserved exclusively for first-time students visiting Rooted and cannot be purchased multiple times.

4. Core Membership Terms of Service

All memberships auto-renew every 30 days using the credit card authorized on file at checkout. Your billing cycle begins natively on the date of purchase (or when doors officially open).

A. Initial Billing Activation

- **Doors Open Billing:** Ongoing monthly billing will begin dynamically when our studio doors officially open for business (targeted for September/October).
- **Reservation Deposit:** A one-time placeholder deposit collected during the summer (July/August) reserves your founding spot but will not trigger recurring billing until operations officially launch.

B. Contract Commitment Structures

- **Standard & "Lifetime Lock" Founding Memberships:** These options have **no long-term annual contracts**. They require a baseline **2-month commitment** (meaning bills will process on Day 1 and Day 30). After this initial 2-month window, the account transitions to a true month-to-month cycle subject to our cancellation notice rule.
- **"First 12 Months" Founding Memberships:** In exchange for receiving a premium 20% discount on your dues, you are committing to a **12-month minimum term**.

C. 30-Day Written Cancellation & Final Payment Policy

- **The 30-Day Notice Rule:** To stop automatic recurring billing, a **30-day prior written notice** is required for all memberships.
- **Official Cancellation Channel:** Notice must be submitted exclusively via email to **TJ@RootedYogaNC.com**. Verbal notices, text messages, phone calls, or social media DMs (Instagram/Facebook) are invalid and will not stop your billing cycle.

- **The Final Payment Rule:** Because of the 30-day processing window, any regular monthly billing date that falls within 30 days of your email request will be processed exactly as scheduled. This will serve as your final payment.
- **Access Expiration:** Following your final payment, you will retain complete, uninterrupted access to all membership benefits and class booking privileges through the conclusion of that final billing cycle. No prorated credits or partial refunds will be distributed.
- **Early Termination Fee (12-Month Contracts):** If an instructor or student cancels a "First 12 Months" Founding contract before completing the full year, they will automatically incur an early cancellation fee equal to **one month of standard membership dues** (e.g., $149 for an Unlimited tier).

D. Declined Payments & Account Suspensions

- **Card Updates:** It is the member's absolute responsibility to maintain an active, valid credit card within their studio profile. If a charge declines, our system automatically triggers automatic retries.
- **Suspension Threshold:** Rooted reserves the right to freeze all class booking and scheduling privileges if an account balance remains unpaid for **more than 48 hours**.

E. Strict Founding Member & Upgrade Rules

- **The "No-Break" Clause:** To keep a 20% Lifetime Lock discount active, your membership must remain entirely uninterrupted. If a card declines and is not resolved within **5 days**, or if you choose to pause, freeze, or cancel your membership for any reason, your Founding status is permanently forfeited, and the slot is transferred to the community waitlist. Future re-enrollments will be processed at regular retail pricing.
- **Upgrades vs. Downgrades:**
    - **Upgrading** from a 4x/month or 8x/month tier to an Unlimited tier allows you to **keep** your 20% lifetime discount applied to the new tier rate.
    - **Downgrading** to a lower tier for any reason immediately **voids** the lifetime discount entirely.

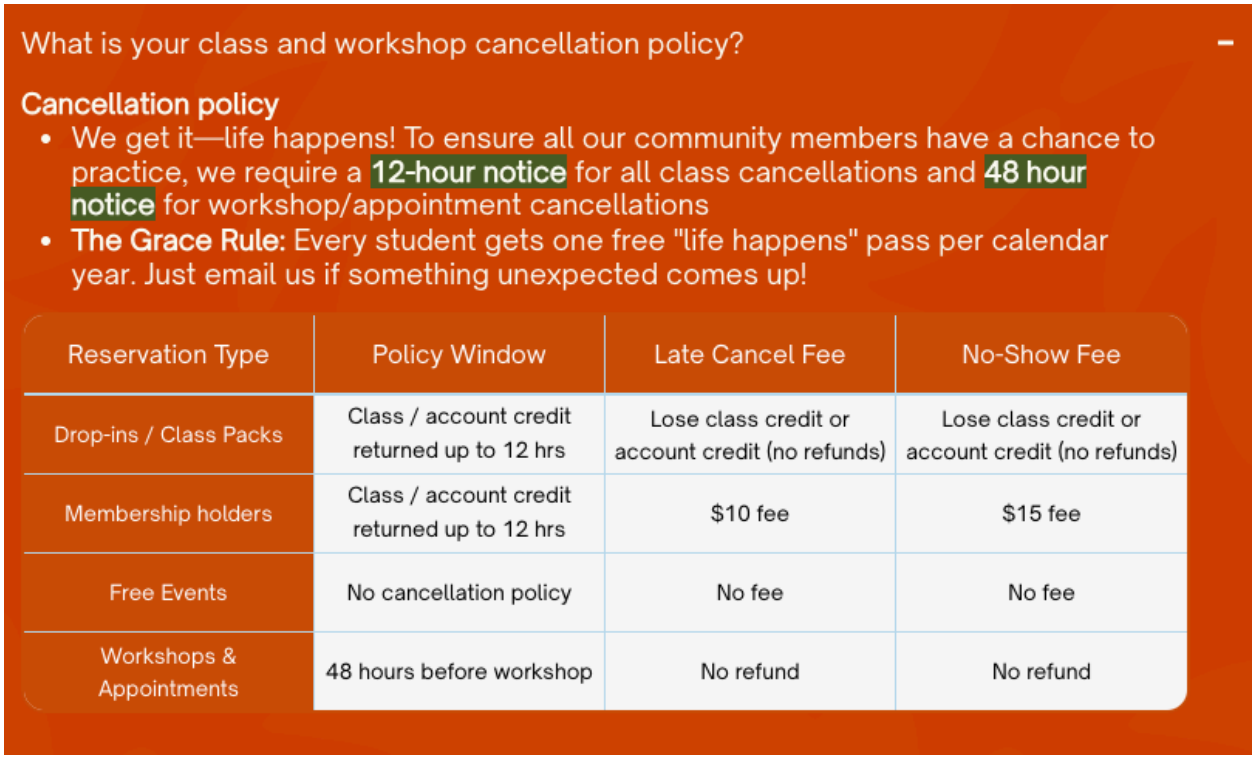
5. Class/workshop/event Cancellations, Cancellations Windows, & No-Show Fees

Preregistration for all public classes must be completed through our online portal powered by **OfferingTree**. Walk-in spots are subject to space availability and cannot be guaranteed.

- **Early Cancellation Window:** You can cancel a reserved spot up to **2 hours before the scheduled class start time** without penalty. Your class credit will return directly to your account profile for future use.
- **Late Cancellations & No-Shows:** If you cancel your spot within the 2-hour window, or fail to show up entirely, the class credit is immediately forfeited. *(Note: For unlimited tiers, management reserves the right to implement a standard nominal fee structure for recurring no-shows).*

- **Official Management Channels:** All schedule adjustments, class changes, or self-cancellations must be processed directly by logging into your student account via the **OfferingTree** portal.

- The below exists for customers on our websites in the FAQ section



What is your class and workshop cancellation policy?

Cancellation policy

- We get it—life happens! To ensure all our community members have a chance to practice, we require a 12-hour notice for all class cancellations and 48 hour notice for workshop/appointment cancellations
- **The Grace Rule:** Every student gets one free "life happens" pass per calendar year. Just email us if something unexpected comes up!

Reservation Type	Policy Window	Late Cancel Fee	No-Show Fee
Drop-ins / Class Packs	Class / account credit returned up to 12 hrs	Lose class credit or account credit (no refunds)	Lose class credit or account credit (no refunds)
Membership holders	Class / account credit returned up to 12 hrs	$10 fee	$15 fee
Free Events	No cancellation policy	No fee	No fee
Workshops & Appointments	48 hours before workshop	No refund	No refund

6. Workshops, Special Events, & Private Sessions

- **Workshop Cancellation Policy:** To receive an account credit for a future specialized workshop or masterclass, you must submit a cancellation at least **24 hours prior to the event start time**. Any cancellations made within the 24-hour window are considered late, and the event registration credit will be completely forfeited.
- **Private Sessions:** All private sessions must be booked and paid for in advance. Any cancellations or rescheduling modifications requested within 24 hours of the private session's start time are subject to the full session fee.

7. Children & Minor Participation Limits

- **General Age Minimums:** Regular group classes are designed for students **aged 16 and older**.
- **Teen Participation (Ages 13–15):** Minors between the ages of 13 and 15 are permitted to participate in standard classes *only* if they are accompanied in the practice room by a parent or legal guardian who is also registered and participating in that exact class.

- **Consent Requirements:** A parent or legal guardian must sign a minor liability waiver on the teen's profile before entry. Unattended children are strictly prohibited from waiting in the lounge, lobby, or reception spaces while a parent is in class.

8. Media Notes

- **Studio Content Recording:** Public studio classes may occasionally be recorded or livestreamed to generate on-demand digital content for our virtual library. By participating in these designated classes and signing our standard waiver, you grant consent to being captured on audio/video for internal studio platforms.
- **In-Studio Media Guidelines:** Personal photographs or videos may be captured inside the lounge before or after class sequences, provided nobody has explicitly told you notto record them . **No recording devices, photography, or video capture are ever permitted inside the practice room while class is actively in session**.

9. Inclusive Code of Conduct & Right to Refuse Service

Rooted is dedicated to cultivating an inclusive, welcoming sanctuary that embraces individuals of all backgrounds, identity structures, experience levels, and life paths. All students, guests, and staff members are required to uphold deep principles of mutual respect, physical and energetic cleanliness, and non-disruption.

We reserve the absolute right to refuse service, cancel class bookings, or permanently revoke memberships from anyone who violates studio safety policies, exhibits disrespectful behavior toward staff or students, or actively behaves in a manner that disrupts the peace of our sanctuary environment.

10. Retail Return Policy Acknowledgment

At Rooted, we curate our boutique lounge retail to support your lifestyle and practice. Because we carry premium, high-quality inventory, we enforce a strict retail policy to maintain the safety, hygiene, and integrity of our products:

- **Boutique Apparel & Branded Merchandise:** Unworn, unwashed clothing, branded merchandise, and yoga gear (mats, blocks, straps) may be returned or exchanged for studio store credit within **30 days of purchase**. Items must have all original tags attached and show zero signs of wear, makeup, or scent.
- **Wellness Products & Topicals:** For hygiene and consumer safety, all skincare, essential oils, body care, and personal wellness products are **100% final sale** once they leave the studio.
- **Ingestible Supplements:** To guarantee product tampering safety, all ingestible powders, wellness supplements, vitamins, and pre-packaged wellness drops are **final sale**. No returns or refunds will be accepted.

- **Defective Merchandise:** If you experience a genuine manufacturer defect with any item, please email TJ@RootedYogaNC.com within 7 days of purchase so our management team can issue a replacement or store credit.

11. Food & Beverage Disclaimer

By purchasing and consuming any pre-made food, parfaits, smoothies, cold-pressed juices, or pre-packaged grab-and-go beverages from the Rooted lounge fridge or shelves, you acknowledge and agree to the following conditions:

- **Severe Allergy Disclaimer:** Our grab-and-go items are produced and packaged in facilities that may handle common allergens, including **wheat, dairy, soy, eggs, peanuts, tree nuts, and sesame**. While we select clean, high-quality wellness items, Rooted cannot guarantee that any food or beverage item is entirely free from cross-contamination. If you have a severe or life-threatening allergy, you consume these products at your own risk.
- **Strict Food Storage Language:** All perishable products (including parfaits, dairy or nut-milk-based smoothies, and fresh cold juices) must be kept refrigerated at or below 40°F (4°C) to prevent spoilage and foodborne illness. Perishable items purchased from our fridge are intended for immediate consumption or must be transferred directly to secondary refrigeration. Rooted is not responsible for illness or spoilage resulting from products left at room temperature, in hot vehicles, or improperly stored after purchase.
- **Not Medical Advice:** The nutritional claims, ingredient benefits, and wellness descriptions displayed on our shelves or product labels (e.g., "energy-boosting," "detoxifying," "gut-healing") are for informational purposes only. They have not been evaluated by the FDA and are **not a substitute for professional medical advice, diagnosis, or treatment**. Always consult with a qualified healthcare professional before incorporating new supplements or functional foods into your diet, especially if you are pregnant, nursing, or taking prescription medications.

12. DIGITAL PRIVACY & DATA COMPLIANCE POLICY

Rooted is deeply committed to protecting the privacy, security, and digital data of our students, members, and website visitors. This Privacy Policy outlines exactly how we collect, store, utilize, and protect your personal information when you use our website, interact with our booking platform, or opt into our digital communications.

By interacting with our services, creating a student profile, or submitting your contact information, you explicitly consent to the data practices described in this policy.

A. Collection of Personal Data

We collect personal identification information that you voluntarily provide to us when you register an account, book a class, purchase a membership, or fill out a form on our website. This data may include, but is not limited to:

- **Identity Data:** First name, last name, date of birth, and gender identity.
- **Contact Data:** Email address, mobile phone number, and physical billing address.
- **Financial Data:** Credit card numbers, expiration dates, and billing tokens (securely managed via our third-party payment processor).
- **Health and Safety Data:** Voluntary physical limitations, medical conditions, injuries, or emergency contact information provided during waiver completion.

B. Secure Data Storage & Protection

We employ industry-standard administrative, technical, and physical security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction.

- Your digital student profile, attendance history, and waiver forms are securely archived within our password-protected cloud database.
- Financial information is never stored locally on our physical studio devices or internal spreadsheets. All transactions are fully encrypted.

C. Third-Party Data Processors

To provide a seamless booking and digital lounge experience, Rooted utilizes trusted, secure third-party service providers to process and manage data on our behalf.

- **Platform & Scheduling:** We utilize **OfferingTree** as our core administrative operating system for account creation, waiver tracking, class registration, and student roster management.
- **Payment Processing:** All financial transactions, membership auto-renewals, and retail checkouts are processed securely through **Stripe** (or OfferingTree's native integrated payment system). These processors comply with strict Payment Card Industry Data Security Standards (PCI-DSS).
- We do not sell, rent, trade, or lease your personal information to outside marketing firms, corporations, or third parties for commercial gain.

D. Email Communications & Marketing Compliance

By providing your email address, you agree to receive digital correspondence from Rooted. We categorize emails into two distinct buckets:

- **Transactional & Operational Emails:** These are essential notifications sent automatically to manage your account. They include class booking confirmations, waitlist updates, reservation cancellations, billing receipts, or critical studio closure notices. You cannot opt out of these logistical emails while maintaining an active student account.

- **Marketing & Community Newsletters:** These include announcements regarding new schedule additions, upcoming workshops, retail promotions, studio events, or lifestyle content.
- **Compliance & Opt-Out:** In full compliance with federal CAN-SPAM regulations, every marketing email we distribute includes a clear, visible **"Unsubscribe"** link at the footer. You may opt out of marketing communications at any time without impacting your transactional account access.

E. SMS/Text Message Consent & Guidelines

If you proactively opt into receiving SMS/text message notifications from Rooted (such as text alerts for immediate waitlist openings, account updates, or schedule changes), you acknowledge the following terms:

- **Explicit Opt-In:** SMS notifications will only be sent to individuals who have checked the explicit opt-in consent box during account registration or within their profile settings. Consent is never inferred or bundle-forced.
- **Message and Data Rates:** Standard text messaging and data rates from your mobile carrier may apply based on your specific cell phone plan.
- **The "STOP" Opt-Out Rule:** In full compliance with TCPA regulations, you retain total control over text communications. You can completely revoke SMS marketing and notification consent at any time by replying **"STOP"** to any text message received from Rooted. Once processed, our system will automatically terminate text communications to your mobile number.

F. Children’s Online Privacy Protection Act (COPPA)

Our digital booking services and website are intended for individuals aged 13 and older. We do not knowingly collect or solicit personal information online from children under the age of 13. If a parent or legal guardian creates a sub-profile or dependent account for a minor under 13 within our platform, that data is securely managed under the direct authority and profile link of the adult guardian.

G. Changes to this Privacy Policy

Rooted reserves the right to modify or update this Digital Privacy Policy at any time to reflect operational changes or evolving state/federal regulations. Any updates will be published directly to our website with an updated revision date. Your continued utilization of our studio facilities or digital services following a policy update constitutes formal acceptance of the modified terms.