Rooted Class Pack & Membership Terms of Service Agreement

Note: This agreement is a required acknowledgement on the Rooted website and during account setup/checkout.

Section 1: Class Pack Terms & Policies

1. Billing & Payment Process

- **Upfront Payment:** All class packages must be paid in full at the time of purchase. Credits will not be released to a student account until payment has successfully processed.
- **Failed Payments:** It is the student's responsibility to maintain a valid credit card on file. Rooted Yoga & Wellness LLC reserves the right to suspend account booking and class registration privileges immediately if a class pack transaction or related fee is declined.

2. Standard Expiration Windows

To encourage a regular, dedicated practice, all class packages carry a firm expiration date beginning from the exact date of purchase:

- **Single Class / Drop-in:** Expires 30 days from purchase.
- **5-Class Pack:** Expires 6 months from purchase.
- **10-Class Pack:** Expires 1 year from purchase.
- **20-Class Pack:** Expires 1 year from purchase.

Any unused classes remaining outside of the permitted 7-day grace period will be permanently forfeited.

3. The 7-Day Grace Period Rule

Generally, to help keep students consistent with their practice and ensure studio availability for everyone, classes do not automatically roll over or extend. However, we offer a 7-day grace period immediately following your package's official expiration date, during which you can still book and attend classes using any remaining credits from that expired pack.

4. Extension and Forfeiture

After the 7-day grace period has passed, any remaining unused classes are officially expired, cannot be extended, and are non-refundable. [No partial refunds or prorated credits will be issued for classes that were not utilized within their designated lifespan.

5. Non-Transferable & Shared Accounts

Class packages are strictly tied to an individual student account. Credits cannot be shared between students, split between family members, or transferred to another individual's account.

Section 2: Membership Agreement & Terms of Service

1. Launch Billing & Opening Timeline

- **Initial Charges:** Regular recurring payments will be processed when the studio doors officially open (expected September/October).
- **Opening Deposit:** A one-time deposit will be requested in July/August to officially reserve your membership spot. Ongoing monthly billing will not begin until the studio doors open.

2. Commitment & Auto-Renewal Schedule

- **Auto-Renewal:** By purchasing a membership, you authorize Rooted Yoga & Wellness to automatically charge your credit card on file every month (every 30 days) for your membership dues. Your billing cycle begins on the date of purchase and will continue on a recurring basis until officially cancelled.
- **The 2-Month Required Commitment:** For standard and "Lifetime Lock" memberships, there are no long-term contracts, but there is a strict 2-month minimum commitment. Your first 2 months of dues will be deducted on Day 1 and Day 30. After this initial 2-month period, your account transitions to a flexible month-to-month payment cycle.

3. 30-Day Written Cancellation Policy

- **Official Notice:** All memberships require a 30-day written notice to cancel auto-billing. To request a cancellation, you must send an email explicitly to **TJ@RootedYogaNC.com**. Verbal cancellations, text messages, phone calls, or social media DMs are not accepted as official notice.
- **The Final Payment Rule:** Because cancellations require a 30-day processing window, any scheduled billing date that falls within 30 days of your emailed request will be processed as regularly scheduled. This will serve as your final payment.
- **Studio Access:** Following your final payment, you will retain full access to your membership benefits, perks, and classes through the end of that final billing cycle. No refunds or prorated credits are given for partial months.

4. Credit Card Declines & Failed Payments

It is your responsibility to maintain an active, valid credit card on your account. If a monthly charge is declined, our automated system will immediately re-attempt the charge. Rooted Yoga & Wellness reserves the right to suspend account booking and studio privileges if an account balance remains unpaid for more than 48 hours.

5. Membership Class Rollovers (7-Day Rule)

Generally, to help keep students consistent with their practice and ensure class availability for everyone, classes do not roll over from month to month. However, we do offer a 7-day period during the first week following the month a class is missed, during which you can use the remaining class(es) from the prior month.

6. Founding Member Rules & Tier Changes

- **"Lifetime Lock" Discount Members:** Your 20% discount is valid for life, provided your membership remains continuously active and uninterrupted.
- **"First 12 Months" Founding Members:** In exchange for your 20% discount, you are committing to a strict 12-month minimum term. Early termination before the 12-month period is complete will incur an early cancellation fee equal to one month's standard membership dues (e.g., $149 for an unlimited membership).
- **The "No-Break" Clause:** Discounts are only valid for uninterrupted memberships. If a credit card declines and is not updated within 5 days of the billing date, or if you cancel or "pause" your membership at any time, your Founding Member status is permanently forfeited, and the spot is immediately given to someone on the waitlist. Future re-enrollment will be subject to current retail pricing.
- **Upgrade & Downgrade Terms:** A member can upgrade their tier (e.g., moving from 4x or 8x to Unlimited) and retain their 20% lifetime discount. However, downgrading to a lower tier will void the lifetime discount completely.

7. Cancellation Policies

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