

Refund Policy

- All sales for yoga class passes and memberships are final – no refunds. Refunds or holds may be considered (at the discretion of TWM Management) with a valid written medical exemption provided the pass or membership was purchased within 90 days of the exemption.
- Drop-in, 5, 10 and 20 class packages expire one year from date of purchase.
- For class reservations made online, no refund will be issued for “no-shows.” If you are unable to make your class, please cancel online ahead of time (according to the 3 hour cancellation policy *see cancellation policy)
- Retail merchandise and products purchased are final sale.
- Payment for Products & Services by credit card will be processed in Canadian Dollars at the time of payment. The Welcome Mat Ltd. is not responsible for any fees, charges, exchange rates of additional charges levied by individual financial institutions or Credit Card companies
- Introductory memberships, class packages, monthly and auto-renew memberships are not transferable and may not be put on hold for reasons other than medical or special extenuating circumstances as approved by TWM Management (if a hold is required, please contact TWM Management). Refunds or holds may be considered with a valid written medical exemption provided the pass or membership was purchased within 90 days of the exemption.
- For workshops, events and rentals, registration/ rental in may be cancelled up to 72 hours in advance; no refunds on workshops, events or rentals will be given within 72 hours of their start date/ time.