

Refund Policy

- All sales for yoga class passes and memberships are final – no refunds. Refunds or holds may be considered (at the discretion of TWMSC 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 Studio & Co. 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 TWMSC Management (if a hold is required, please contact TWMSC 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.