

PAI TULA YOGA — MONTHLY MEMBERSHIP BENEFITS & TERMS

1. Membership Value & Pricing Structure

- **Pre-Discounted Rates:** Monthly recurring memberships (2x Weekly, 3x Weekly, Unlimited Zoom, and Unlimited In-Studio) are structured at a discounted bulk rate—the higher your attendance, the lower your effective cost per class (starting as low as R16.00 per class).

2. Comprehensive Member Benefits

All active monthly recurring memberships include complimentary access to:

- **Studio Amenities:** Studio grounds, meditation forest trails, secure parking, shower facilities, and the tea/coffee station.
- **Equipment & Digital Access:** Complimentary in-studio mat and prop usage, on-demand video libraries, guided meditations, access to online programs, recorded classes, and member features via our app and website.
- **Perks & Vouchers:** Exclusive discounts on select retail products and **one (1) complimentary guest class voucher per month** to bring a non-member friend.

3. Billing, Adjustments & Cancellations

- **Automated Monthly Billing:** Memberships automatically renew and invoice on the 1st of each calendar month via our app payment system.
- **Package Upgrades & Downgrades:** You may switch between monthly packages (2x Weekly, 3x Weekly, Unlimited Zoom, or Unlimited In-Studio) prior to the 1st of the month by contacting admin via the studio messaging system.
- **30-Day Notice Period:** Cancellations and package downgrades require a **30-day written notice** submitted via the studio messaging system.
- **Rejoining Fee:** While initial enrollment carries no joining fee, members who cancel their recurring contract or downgrade to class passes will incur a **R400 administrative rejoining fee** upon re-enrolling in a monthly membership within 3 months of cancellation.

4. Medical Pause & Injury Policy

- **Continued Practice Support:** Studio operations continue year-round. Injured or ill members are encouraged to utilize lower-intensity modifications, digital recordings, and instructor guidance.
- **Medical Discount Rate:** If a documented illness or injury prevents attendance for more than two (2) consecutive weeks in a month, members may request a **50% fee reduction for that affected billing cycle** by submitting official medical documentation through the studio messaging system prior to billing.

5. Absence & "Pass the Package" Transfer Option

- **Non-Refundable Travel Policy:** Memberships remain active during travel, and members are encouraged to access online streams or recorded sessions while away.
- **Temporary Guest Transfer:** If you are traveling and unable to use your membership, you may request to transfer that month's access to a nominated non-member friend. Transfer requests must be submitted in writing prior to the monthly billing date.

6. Booking & Cancellation Rules

- **Standard Class Rescheduling:** Members may cancel and reschedule class bookings without penalty up to **2 hours prior** to the scheduled class start time via the app.
- **Late Emergency Cancellations:** For emergency cancellations occurring within the 2-hour window, notify the admin team directly to request a class credit reinstatement.
- **Unlimited Pass Exception:** Unlimited membership holders do not incur class loss penalties for late cancellations.

ADDITIONAL MEMBER EXCLUSIVES & PERKS

1. Priority Booking & Special Events

- **Priority Event Registration:** Active monthly members receive exclusive early-bird booking windows for high-demand workshops, special events, guest instructor masterclasses, and retreats before registration opens to the general public.
- **Exclusive Member Workshops:** Members gain complimentary or heavily discounted access to quarterly, members-only technique clinics, restorative sessions, and wellness events.

2. Guest Passes & Birthday Exclusives

- **Quarterly Guest Day Pass:** In addition to your single-class monthly voucher, members receive one (1) complimentary full-day guest pass per quarter (valid for full access to all group classes and studio facilities on a single day for a nominated guest).
- **Birthday Perk:** To celebrate your special day, active members receive a complimentary retail voucher or special gift during their birthday month, redeemable in-studio or via the app.

