

## **GENERAL TERMS AND CONDITIONS OF CONTRACT**

### **ENTRY PACKAGES – GANGE, BRAHMA, VISHNU, SHIVA, SHAKTI – AND OTHER SPECIAL PACKAGES**

1. These terms and conditions apply to the Gange, Brahma, Vishnu, Shiva, Shakti entry packages, and other special packages available for purchase at Kamla Yoga, located at Via M. Renato Imbriani 13, Catania, through POS payment, cash, or bank transfer.
2. One entry corresponds to one class as indicated in the current schedule.
3. All entry packages are for personal use only and are non-transferable to third parties, even if unused.
4. Individual entry packages cannot be combined with other packages or with subscriptions to other yoga events organized by Kamla Yoga.
5. Payment is non-installment and must be made in a single payment at the time of purchase.
6. The start date of the package coincides with the date of purchase unless otherwise requested by the Customer at the time of purchase.
7. The expiration date of the package coincides with the last valid day as specified in the application.
8. Classes in the package must be used within the validity period of the package, based on the classes indicated in the current schedule.
9. Unused classes are non-refundable and non-transferable to another package. They cannot be used as single entries or transferred to third parties.
10. The booking and cancellation system for classes follows the rules of the application as detailed below:
  - The booking window is from 48 hours to 90 minutes before the class starts.
  - Cancellations must be made at least 2 hours before the class starts, or the entry will be forfeited.
  - The above rules do not apply to morning classes at 7:00 AM and 9:00 AM. These classes must be booked by 11:00 PM the day before. The same applies for cancellations.
  - The minimum number of participants for classes from Monday to Friday is three people. If the minimum is not met, the class will be automatically canceled unless otherwise decided by the instructor.
  - Saturday classes must be booked by 12:00 PM the day before. The same applies for cancellations.
  - The minimum number of participants for Saturday classes is six people; if this number is not met, the class will be canceled automatically unless otherwise decided by the instructor.
  - In case of class cancellation, the application will automatically refund the corresponding entry.
  - If there is no booking through the application, a spot in the class cannot be guaranteed. If you participate without booking, the entry will still be deducted from the valid package or charged as a single entry.
  - When the class is full (ten spots taken), you can join the waiting list. You will be included if someone else cancels, according to the order of access to the waiting list.
  - The application records all your bookings and cancellations (if you need to verify them) and in general the status of your package.
  - It is strongly recommended to enable notifications in the app and familiarize yourself with it when purchasing your first package.

## **INDOOR AND OUTDOOR YOGA EVENTS**

1. Booking and participation in individual yoga events are subject to a non-refundable deposit in case of cancellation by the Customer.
2. In case of cancellation of the event by Kamla Yoga, the deposit will be refunded in full or transferred to another upcoming event chosen by the Customer.
3. Yoga events refer to any event outside the regular classes included in an entry package.
4. The Organizer reserves the right to expel a participant whose behavior is harmful to the group, the instructor, or the hosting facility. In this case, the participant will not be entitled to any refund.

## **YOGA RETREATS, HOLIDAYS, AND TRAINING COURSES**

1. Booking and participation in a retreat or yoga training course are subject to a non-refundable deposit paid to the bank account by the deadline set by the Organizer.
2. In case of cancellation of the retreat or training course by Kamla Yoga, the deposit will be refunded to the bank account specified by the Customer.
3. The balance of the participation fee for a retreat or training course must be paid according to the methods and deadlines set by the Organizer.
4. The participant in a retreat or training course is not entitled to any refund in case of abandonment.
5. A participant in an intensive residential training course is not entitled to certification if they miss any of the classes, except in case of a disabling illness.
6. A participant in a weekend training course is not entitled to certification if they attend less than 80% of the classes.
7. A participant in a training course is not entitled to certification in case of voluntary abandonment.
8. The Organizer reserves the right to expel a participant whose behavior is harmful to the group, the instructor, or the hosting facility. In this case, the participant will not be entitled to any refund or certification.

## **CODE OF CONDUCT**

All students are required to adhere to the Code of Conduct when participating in activities organized and led by Kamla Yoga and its collaborators.

Serious violations of the Code of Conduct may result in expulsion, freezing, or blocking the holder's entry package.

These general terms and conditions are valid for the entire duration of the current year.