



LAVA  
HOT YOGA STUDIO

## NEW BOOKING RULES

*From 15th February 2021 onwards*

### Update on Booking & Cancellation Policies

At LAVA Yoga Singapore, we want to create an environment that is safe, pleasant and positive. For equal opportunities and to ensure that everyone has a fair chance at experiencing our Hinoki flooring and personalised classes (especially during peak hours such as weekday mornings), we have reviewed our online booking process for all classes.

*If you have any questions, please contact the studio at [6636 1562](tel:66361562).*

#### RESERVATION

- Strictly 1 reservation per day.
- If you book more than 1 class per day, the class at the later timing will automatically be deleted.

#### CANCELLATION

- Now you can cancel up to 3 hours before the start of your booked class for your convenience.

#### NO SHOW

- It will be considered a "No Show" if you cannot attend the classes that you have booked for but did not cancel before the class starts.
- If you let us know after the class starts, it will be considered a "No Show".
- If you accumulate more than 3 "No Show" in a month, you cannot book your classes online for one week in the following month.
- You would need to call the studio directly to book your classes.

#### LATE CANCELLATION

- You can still cancel the class less than 3 hours before the start of your booked class.
- However, the class that you withdrew from will be marked with "Late Cancel".
- If you accumulate more than 6 "Late Cancels" in one calendar month, you cannot book your classes online for one week in the following month.
- You would need to call the studio directly to book your classes.