



Business Policies:

Register and [sign-up online](#). If you are waitlisted, please check the [MINDBODY](#) app to see if your spot has opened-up. The first person waitlisted will be notified by email when a spot has opened-up. **Please ensure you are subscribed to receive our emails and communications through the MindBody app** to ensure you are notified. Yay communication!

For in-studio classes, 24 can register and 2 can waitlist.

For full classes, if a student has not checked in at the class start time, their spot may be given to a fellow yogi on the waitlist.

Cancellation Policy

Classes can be canceled up to **12 hours before** the start of class with **no charge** and the class will automatically be returned to your account. If the cancellation takes place less than 12 hours before the class, **a late cancellation fee (drop-in rate \$22)** will be charged to your account.

For **Drop-in & Classpacks**, if you are a “no show”, **the class will still be deducted** from your account, this applies to full classes.

Workshops, private/semi-private lessons, and team lessons require cancellation 24+ hours in advance. If 24+ hours advance notice of cancellation is provided a credit in the amount paid will be added to your account. If less than 24 hours cancellation notice is provided or you are a no-show, the amount of the workshop/lesson will be deducted from your account. For Yoga Teacher Training 60 days advance notice of training start date is required to obtain account credit.

Purchase Policy

New Student Special (1 month unlimited) and memberships (1 and 12-month unlimited) start on the date of your first visit.

Yoga ClassPacks are transferable and can be shared with another client and are

setup as 'shared' within MindBody. Co-op memberships may also be shared within the same family.

Series and workshops are priced separately; ClassPacks cannot be applied toward series or workshop purchases.

Students, Seniors (65+), First Responders and military must present a valid ID in the studio for first time discount purchases.

Return/Refund Policy

Class sales are final. We do not offer refunds on yoga class purchases including ClassPacks, Memberships, Series, Workshops and Trainings.

Credit for workshop/series/private lesson/trainings

If 24+ hours advance notice of cancellation is provided, we credit a customer's account so they can use the amount for future iShine purchases

Private / Semi-Private / Team Appointment or Studio Rental Requests

- Please email hello@ishineyoga.com.

Co-op Pass Request

Two class passes (for local residents & 1st timers only) are given:

- At the time of a co-op membership purchase
- Monthly, upon request at the front desk

Receipt Printing

- We believe in supporting Mother Earth, so please Go green! We provide receipts by email.

CHILD WATCH POLICIES

RESERVATIONS

CHILD WATCH IS RESERVED IN 1-CLASS INCREMENTS AND MUST BE RESERVED 12 HOURS IN ADVANCE. TO REGISTER, ADD YOUR CHILD AS A FAMILY MEMBER TO YOUR MINDBODY ACCOUNT. THEN, REGISTER YOUR CHILD INDIVIDUALLY FOR CHILD WATCH.

SIGN-IN AND SIGN-OUT PROCEDURES

PARENTS/GUARDIANS MUST SIGN THEIR CHILD IN AND OUT OF CHILD WATCH, COMPLETING THE APPROPRIATE SIGN IN / SIGN OUT DOCUMENT LOCATED AT THE CHILD WATCH DESK. *PLEASE NOTE THAT THERE IS A MAXIMUM OCCUPANCY LIMIT ON THE CHILD WATCH AREA AND THAT PARENTS MAY BE ASKED TO WAIT WITH THEIR CHILDREN UNTIL A CHILD HAS BEEN PICKED UP TO REDUCE THE OCCUPANCY LEVEL.

LIABILITY WAIVER

A LIABILITY WAIVER MUST BE ON FILE FOR ANY CHILD WHO PARTICIPATES IN THE CHILD WATCH PROGRAM.

HEALTH AND SAFETY

IN THE INTEREST OF YOUR CHILD'S HEALTH AND SAFETY AND THE WELL-BEING OF THE OTHER CHILDREN - IF YOUR BABE OR KIDDO IS SICK PLEASE KEEP THEM AT HOME. WE RECOMMEND REST, CLEAR NUTRITIOUS SOUPS AND WHOLE-FRUIT JUICE POPSICLES - AT HOME. :)

INCONSOLABLE CHILD POLICY

FOR THE COMFORT OF YOUR CHILD AND OTHERS, IT IS OUR POLICY TO COME GET YOU IF YOUR CHILD CRIES FOR MORE THAN 10 CONSECUTIVE MINUTES. OUR GOAL IS TO PROVIDE A POSITIVE EXPERIENCE FOR EVERYONE.

FOOD AND BEVERAGE

DUE TO A VARIETY OF ALLERGIES, NO FOOD WILL BE ALLOWED IN THE CHILD WATCH AREA. BOTTLES AND SIPPY CUPS ARE ALLOWED IN THE CHILD WATCH AREA, BUT MUST BE LABELED WITH THE CHILD'S NAME.

PERSONAL BELONGINGS

NEITHER ISHINE YOGA & WELLNESS OR THE CHILD WATCH STAFF IS RESPONSIBLE FOR LOSS OR DAMAGE TO YOUR CHILD'S ITEMS. BE SURE TO LABEL ALL PERSONAL ITEMS. MEDICATIONS WILL NOT BE ADMINISTERED BY THE CHILD WATCH STAFF.

PARENT LOCATION

A PARENT OR GUARDIAN MUST REMAIN AT ISHINE YOGA & WELLNESS THE ENTIRE TIME THEIR CHILD IS IN CHILD WATCH. THIS IS MANDATED BY THE STATE OF NORTH CAROLINA IN ACCORDANCE WITH OUR CHILD CARE EXEMPTION STATUS.