
yum

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Terms & Conditions - General Information

1. Payment

When buying yoga services at www.yum.dk, you can pay via our online booking system MindBody with VISA/Mastercard/Dankort. **It is not possible to pay in cash, via MobilePay or other payment services.**

Apple Pay: If you fill out your card details via Apple Pay, please know that you still need to add your billing information to your client profile in our booking system Mindbody afterwards in case of the processing of automatic payments, late cancel and no-show fees. Card entries during sign up using Apple Pay does not provide our system with the information needed and therefore we might experience issues with payments.

You can create, login and update your card information under your profile on https://yum.dk/schedule-and-booking/ (log in on the top and right hand side of the schedule). You are responsible for making sure that the entered information is correct. If this is not adhered to, yum can inactivate/terminate memberships without notice.

Monthly memberships with automatic withdrawal can be purchased at any time of the month, and they are prepaid monthly via PaySafe. Your monthly payment will be withdrawn on the same renewal date every month.

Make sure to read through the late cancellation/absence fee details connected to your offer or membership below. These fees are automatically withdrawn via the details connected to your account, if you do not show up for class. In case you experience any wrongly charged fees, please reach out to yoga@yum.dk and check the details. If you were wrongly charged, yum will refund the amount back to your account.

yum may terminate any agreement in the following circumstances: (a) if you commit a serious or repeated breach of the terms & conditions, (b) if any part of your membership fee or other fees remains unpaid 30 days after its due date for payment; or (c) if you provide us with details which you know to be false when applying for membership and the false declaration would have reasonably affected our decision to grant you membership. If we terminate

for any of these reasons, we reserve the right to retain a proportion of the money paid under your agreement, to cover any reasonable costs incurred. All memberships are personal and cannot be resold, shared or transferred. In case you want to buy a yoga product for someone else, it is possible to purchase a gift card (see section 5)

2. Personal Information

With a purchase you agree that yum will process and retain the information you provide for this agreement. At the same time, you give yum permission to inform you via email about topics that yum finds relevant. You can always unsubscribe from future emails. If the agreement is breached by you for non-payment, yum reserves the right to pass on your information to third parties.

All workouts and stays at yum take place at your own risk. This applies to both members and members' guests. Members and guests are required to follow and comply with yum's Studio Code of Conduct.

3. Storage of Belongings

yum is not liable for loss of or damage to property either as a result of theft or damage in or outside the tote bag, at the place of delivery or in any other manner.

4. Changes in Prices & Schedule

yum reserves the right to change the schedule and classes when necessary. yum reserves the right to make changes to fees, products and memberships, and once a year, to make a price adjustment in the monthly membership fee, corresponding to the trend in the consumer price index without additional notice. Other price increases will be notified at your specified email address. With changes in general, yum has the right to make changes to the program's offerings as needed, e.g. opening hours, schedules, fees, offers and prices. Changes will be communicated in the best possible time through email newsletters, social media and / or on the website at www.yum.dk.

5. Harassment

5.1. Harassment against members

We do not permit managers, employees, teachers, independent contractors, students, or others in the workplace to harass any other person because of age, gender (including pregnancy), race, ethnicity, culture, national origin, religion, sexual orientation, disability, socioeconomic status, genetic information, or any other basis proscribed by law.

Harassment is unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that (i) denigrates or shows hostility or aversion toward the person because of the characteristic and which affects their employment opportunities or benefits; (ii) has the purpose or effect of unreasonably interfering with their work performance; (iii) enduring the offensive conduct becomes a condition of continued employment; or (iv) has the purpose or effect of creating a work environment that a reasonable person would consider intimidating, hostile, or abusive.

5.2. Sexual Harassment & Misconduct

We do not tolerate sexual harassment in our studio. Sexual harassment refers to any unwelcome sexual attention, sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature when the conduct harms a guest, members or staff.

Examples of sexual harassment include unwanted and unnecessary physical contact; offensive remarks (including unwelcome comments about appearance); obscene jokes or other inappropriate use of sexually offensive language; the display in the studio of sexually suggestive objects or pictures; and unwelcome sexual advances by teachers, students, customers, clients, or other visitors to a studio. Non-physical gesture, behavior, unnecessary physical contact, verbal suggestion, or innuendo may constitute sexual harassment.

We also prohibit sexual misconduct in our studio. Sexual misconduct is any unsolicited and unwelcome sexual advance including requests for sexual favors, sexual touching, and verbal, visual, or physical conduct that creates a sexually hostile environment in a yoga class or studio. Sexual misconduct also arises if a

teacher engages in conduct that has the

purpose or result of requiring a student to submit to such conduct to obtain any benefit or privilege relating to the study or teaching of yoga.

6. Force Majeure

No refunds are made in case of force majeure. This includes war, riots, sickness, fire, flood, hurricane, typhoon, earthquake, lightning, explosion, strikes, pandemics, epidemics, lockouts, slowdowns, prolonged shortage of energy supplies, and acts of state or governmental action prohibiting or impeding yum from performing its respective obligations under the contract.

Terms & Conditions - Yoga Services & Products

7. Studio Code of Conduct

Below, you find an extract from the Studio Code of Conduct available at www.yum.dk. For this document, we've only added the most central guidelines for you to be aware of as they connect to the general Terms & Conditions.

Your Estimated Arrival time

Please arrive 10 minutes before class start, giving you ample time to unleash your inner yogi without the rush. The doors will close, so please make it in time to avoid a no-show fee.. This way, you can get settled without stress and take part in providing a calm space for your fellow yogis.

Booking & cancellation

Booking and cancellation of classes can be done easily via the online schedule or via the MINDBODY app. **Cancellations must at all times happen via the booking system and cannot be requested via email, phone or other communicational channels.**

If you can't make it to class, please be aware of the late cancel and no-show

policies lined out in this document. These policies are there to provide the best possible experience to all participants and to avoid that students who are signed up, but don't show up or cancel in time, occupy free spots that others would have liked to get.

- **Yoga bookings:** Booking a class can be done up to the very last second. If you are not attending, you need to cancel your booked class a minimum of 4 hours before the class starts to avoid a late cancel or no-show fee. For members, this is a **75DKK fee**. For clipcard holders or drop-ins, the clip/spot will be marked as used if you cancel less than 4 hours prior to start time.
- **Courses and Teacher Trainings:** No fees apply for late cancellations or no-shows as courses and Teacher Trainings.

These policy applies whether you book a class instantaneously *or* if you are added from the waitlist. You should therefore follow the policies also when you are on the waitlist (see below).

Waitlist info

- **Yoga bookings:** If you're on the waitlist for a class and a spot opens up, you'll be *automatically added to the class up to 2 hours before start time, and you'll be notified via email*.

Important! Once you're added, you're considered fully booked into the class – and from that point on, our late cancellation/no-show policy will apply if you don't attend.
Unfortunately, once you're added within the late cancel window, the system doesn't allow cancellations without a fee. So, if you're on the waitlist and know you don't want to – or won't be able to attend should a spot free up, it's important to remove yourself at least 4 hours before the class starts.

8. Intro Offer & Campaigns

8.1. Definition

yum's Introductory Offer **("Intro Offer")** provides access to scheduled classes at yum's

yoga studio for a fixed period of 30 consecutive days from the date of purchase.

This includes regular yoga classes, aerial yoga, retreat classes, and seasonal SUP yoga classes, unless otherwise specified.

Courses, workshops and teacher training access is not included.

The Intro Offer is available exclusively to new clients who have not previously held a membership or purchased another offer within the past six (6) months.

Other promotional campaigns can vary from one-time purchases to memberships. It will be specifically lined out online what terms & conditions apply to these offers. The General Terms and Conditions (above) applies to all studio purchases, also the campaigns.

8.2. Automatic Renewal - Intro Offer

The 30-day Intro Offer provides full access from the purchase date for 399 DKK (age 30+) or 359 DKK (under 30). Unless cancelled on or before the last day of the Intro Offer, the Intro Offer will automatically convert into a month-to-month Membership at 799 DKK per month (age 30+) or 729 DKK per month (under 30) (see section 9 for applicable membership terms).

The first membership payment of 799 DKK (age 30+) or 729 DKK (under 30) is charged on the 31st day after purchase and thereafter on the same calendar date each month.

You may cancel at any time. If you cancel during the Intro Offer, the cancellation takes effect at the end of the 30-day Intro Offer and no membership charge will be made.

8.3. Minimum Commitment and Termination

There is no minimum term and no notice period.

- You can cancel at any time via My Account or by contacting us.
- Your cancellation takes effect at the end of your current prepaid period (Intro Offer or Membership). You will keep access until that date, and no further charges will be made after that.
- No refunds are provided for partially used billing periods.

Examples

- Intro Offer purchased 14 September ↠ Intro ends 13 October. If you cancel by 13 October, you will not move to Membership and no 799/729 DKK charge will be made.
- Membership starts 14 October ↠ you cancel 20 October ↠ access continues until 13 November. No new charges after 13 November.

8.4. Change of Membership Type

During the 30-day Intro Offer period, Members may request to change into another available membership type or payment option (12 month upfront purchase). Such change must be requested in writing to yum via email to yoga@yum.dk *before the end of the Intro Offer period.* Changes can only be implemented from autopay renewal dates.

8.5. Pausing & Transfer

The Intro Offer and other promotional campaigns cannot be paused, postponed, resold, shared, or transferred.

8.6. Equipment and Fees

No additional fees apply for the use of yoga mats, blocks, straps, bolsters, or other in-studio equipment. SUP boards are available exclusively in SUP yoga classes.

A late cancellation/no-show fee of 75 DKK applies if a Member fails to cancel a reserved class at least four (4) hours before the scheduled start time, or does not show up.

8.7. Refund Policy

The Intro Offer and Membership fees are non-refundable, including in cases of force majeure (war, riots, sickness, fire, flood, pandemics, governmental restrictions, etc.).

9. Memberships

yum's memberships are either paid month-to-month *or* upfront (for a given binding period, e.g. 12 months). Your membership fee will be charged automatically to your original method of payment through MINDBODY. yum's memberships do not include any processing or set-up fees.

Depending on what membership you choose, you will get access to book certain classes at yum's yoga studio.

If you purchase a *limited* membership, you can attend four (4) classes pr. month. This includes booking as many classes as you want amongst regular yoga classes, aerial yoga, retreat classes and the seasonal SUP yoga classes.

Mommy/Baby Yoga Courses, Preggo Yoga courses, workshops and teacher trainings are not included.

Exclusive condition to the limited memberships: You are responsible for the count of classes. If you spontaneously want to book more classes in a month than your membership gives access to, a fee of 129,- pr. class will automatically be charged to your account.

If you purchase an *unlimited* membership, you will get full and unlimited access to the scheduled classes. This includes booking as many classes as you want amongst regular yoga classes, aerial yoga, retreat classes and the seasonal SUP yoga classes. *Mommy/Baby Yoga Courses, Preggo Yoga courses, workshops and teacher trainings are not included.*

yum reserves the right to make changes to class schedules and instructors, and to cancel classes when deemed necessary.

Such changes shall not constitute a breach of this agreement.

9.1. Discounts to memberships

yum offers a 25% discount on memberships for *students, unemployed, and seniors*. Documentation for your status is required upon sign-up via email to yoga@yum.dk. You are responsible for updating yum about any changes to your situation. In case of abuse, yum reserves the right to withdraw the amount that should have been paid under the circumstance of proper update. Yum can at any time cancel your membership if the discounts are abused.

In case you become redundant, yum offers a 25% discount on your membership and the possibility to change your membership to a cheaper version under the same binding period. It is not possible to combine the above mentioned discounts with special offer discounts. In case you are eligible for more than one discount during a certain period of time e.g. as you qualify for a 25% student discount *and* purchase a seasonal offer for 30% off your membership price, we apply the highest discount to your purchase at checkout.

9.2. Pausing & Illness

All pausing requests must be communicated in writing via yoga@yum.dk and cannot be communicated via text, sms or social media.

You can pause your membership for up to 3 consecutive months at a time, for a fee of 150 DKK. Due to administration and technical limitations, the minimum pausing period is 1 month for all membership options.

If you are on an upfront paid and thereby binding membership (see more below), the end date of your membership will be moved accordingly, meaning that your total active membership period will at all times relate to the months stated in the contract. Example: Your expiration date of membership is 1st of September. Within the binding period, you decide to take a two month pause. Your updated expiration date for the contract will then be 1st of November.

If you have booked classes ahead of time, and within the pausing period, it is your responsibility to cancel the classes you will not attend due to the pause. The system does *not* automatically remove manual bookings when a pausing period is activated. If you have not cancelled your booking and does not show up, the system will automatically charge you the no-show fee (see section 7)

9.2.1. Exclusive pausing condition to the upfront paid 12 month unlimited membership:

This membership can be paused once for 0 DKK for up to 3 consecutive months. If you wish to pause again within the 12 month binding period, for up to 3 consecutive months, the regular 150 DKK fee will apply. When pausing a binding membership, your end date of the membership will move according to the length of your pause.

9.2.2. Illness

At yum, we value the wellbeing of our members and understand that unexpected illness can affect your ability to attend classes. However, in order to ensure fairness to all

members and maintain manageable administration, we have set the following guidelines regarding temporary membership holds due to illness:

- **Eligibility for illness pause**
  You may request to place your membership on hold due to illness only if the illness lasts *longer than 14 consecutive days*. Short-term illnesses, such as seasonal colds or the flu, do not qualify for a hold.
- **Required documentation**
  For an illness-related hold to be approved, we require **valid documentation**, such as a doctor's note or equivalent confirmation, indicating the expected duration of your illness. We treat all documentation confidentially and in accordance with GDPR regulations.
- **Hold period and membership extension**
  If your request is approved, the minimum hold period is **one full month**. For binding memberships, your membership will be extended by the same length of the hold.

9.3. Extra Fees for Yoga Memberships

- All yum's memberships have no start-up, administrative or processing fees.

- There is no fee for using yoga equipment at the studio. This includes yoga mats, blocks, belts and bolsters. You are welcome to bring your own if you prefer. SUP boards can only be used when attending a yum SUP yoga class

- Late cancel and no-show fees do apply to your membership. Please see the details below. The fees will be charged directly to your account (not necessarily on the same day as the absence or late cancellation).

9.3.1. Fees applying to limited memberships:

- In the event of late cancellation (less than 4 hours before class) or absence from a booked class, you will be charged a **75 kr. fee**. Due to technical reasons, the system will automatically also deduct one class from your membership that month, however, the clip will be added back to your account. This means that late cancellations/absence does not result in you losing your total number of clips for the month.

  Early cancellation does not result in deducted clips. To early cancel

participation in a class, students must **cancel at least 4 hours** prior to the start time of class.
Canceling can be done via our schedule on the website or in the MINDBODY app. Canceling via telephone/sms/e-mail is not possible.

- With a limited membership, you have access to a given number of classes as part of the membership, however, it is possible to book further classes. In case you book more classes than your membership allows, a fee of **129,- pr. class** will be charged to your account.

9.3.2. Fees applying to unlimited memberships:

- In the event of late cancellation (less than 4 hours before class) or absence from a booked class, you will automatically be charged a **75 kr. fee.**

9.3.3. Fees applying to memberships:

- Yoga bookings: In the event of late cancellation (less than 4 hours before class) or absence from a booked class, you will automatically be charged a **75 kr. fee.**

9.4. Change of membership (applies to month-to-month memberships only)

You can upgrade or downgrade your membership type by emailing us at yoga@yum.dk. Changes to memberships follow the same guidelines as terminations, i.e. changes must be requested with a one (1) month's written notice, calculated from the next renewal date.

9.5. Binding Memberships & Exceptions to Binding

yum's upfront purchased memberships come with a binding period and by default, the membership cannot be canceled within this binding period. Exceptions are outlined here. The binding period starts from the date of the first payment, and the end date will correspond to the binding period lined out when purchasing the membership, i.e. 6 or 12 months ahead.

After the end of the binding period, the membership will automatically expire. A yum representative will get in touch with you before the expiration date to help you with an extension.

9.5.1. Exceptions to binding

Members may terminate binding contracts if they are suddenly unable to use the studio through serious illness or injury likely to preclude them from using the studio for a period of at least two payment periods (two months). yum will request reasonable evidence of your illness or injury e.g. a doctor's certificate. Further, the request must follow the conditions mentioned in section

9.5.2. Illness

You may also terminate within a period of at least 2 payments periods if you move more than 15 km. away from yum's location. In case you are moving more than 15 km's away and you can find a member to take over your contract, you can do so immediately, with no notice.

You may also terminate your binding contract if: (i) yum significantly reduces the facilities or opening hours (does not include school holdays); (ii) yum changes the location of the club. We will give you at least 45 days notice of the change (either in writing or by prominently displaying a sign in the studio), and you can give us 30 days notice in writing to terminate.

If you terminate your membership in accordance with the terms stated above we will refund any part of your membership fee which you have paid in advance but which relates to a period after termination.

9.6. Free passes for friends & family

With yum's unlimited memberships, you get one (1) free pass a month to bring a friend or family to yoga (+18 years). The clip must be used within a given month, else it will be lost. It is not possible to accumulate the free passes throughout the year.

For the monthly sign-up, send the details of your +1 to yoga@yum.dk:

- Full name
- E-mail
- Phone number

Please note that due to giving the best experience to the members of yum, the

same late cancellation rules apply to your guests (see section 7) as for members. In case your guest wants to cancel their spot, please send us their cancellation via e-mail to yoga@yum.dk. If cancellations happen later than 4 hours prior to class, yum will reach out to your guest regarding payment of the 75 kr. fee. If guests do not pay the fee within one month, the fee will be charged to your account.

9.7. Termination Policy

For memberships paid month-to-month, the membership is ongoing and may be terminated at any time with one (1) month's written notice, calculated from the next renewal date.

For memberships paid upfront, with a binding, the membership cannot be terminated (except if the conditions of section 9.5 applies.)

9.8. Refund Policy

No refund is available when buying a membership at yum, neither under the circumstance of force majeure. This includes war, riots, sickness, fire, flood, hurricane, typhoon, earthquake, lightning, explosion, strikes, pandemics, epidemics, lockouts, slowdowns, prolonged shortage of energy supplies, and acts of state or governmental action prohibiting or impeding yum from performing its respective obligations under the contract.

10. Clip cards

10.1. What is a clip card?

A clip card is a flexible solution to your yummy yoga cravings! You buy a given number of clips; when you book a class, you spend a clip. In this way, you can get your yoga fix whenever you want, without the obligation of a binding membership.

The clip card option includes access to the full schedule including all regular yoga classes, aerial yoga, meditation and the seasonal SUP yoga classes.

10.2. Binding Period

Clip cards are activated on the day of payment and are valid for 6 months.

10.3. Pausing

It is not possible to pause the clipcard in order to extend the duration of the clip card.

10.4. Extra Fees

- All yum's pricing options and memberships have no start-up, administrative or processing fees.
- There is no fee for using yoga equipment at the studio. This includes yoga mats, blocks, belts and bolsters. You are welcome to bring your own if you prefer. SUP boards can only be used when attending a yum SUP yoga class
- Late cancellation fees are charged in the form of clips for clipcard holders (see below).

10.5. Late Cancellation / Absence

In the event that a clipcard holder signs up for a class and either cancels less than 4 hours before a class begins or is absent without cancellation notice, a clip will be deducted from the account. No additional cancellation or absence fees apply for clipcard holders.

Early cancellation does not result in deducted clips. To early cancel participation in a class, students must **cancel at least 4 hours** prior to the start time of class. Canceling can be done via our schedule on the website or in the MINDBODY app. Canceling via telephone/sms/e-mail is not possible.

10.6. Refund Policy

No refund is available when buying a clipcard at yum, neither under the circumstance of force majeure. This includes war, riots, sickness, fire, flood, hurricane, typhoon, earthquake, lightning, explosion, strikes, pandemics, epidemics, lockouts, slowdowns, prolonged shortage of energy supplies, and acts of state or governmental action prohibiting or impeding yum from performing its respective obligations under the contract.

11.Enrolments (Courses & Workshops)

11.1. What are Enrolments?

Alongside the regular yoga schedule, it is possible to enroll in courses and workshops at yum.

Courses are a set number of special classes, offered for a given period of time, e.g. the Mommy & Baby Yoga Course.

Workshops are special events, and these can either be yoga workshops or related to other activities. The workshops dig deep into a given topic and provides you with a unique and tailored experience. Members of yum (intro members not included) get exclusive membership pricing on workshops hosted by yum.

If you are attending a course, you will get unlimited access to the yoga schedule, including all regular yoga classes, aerial yoga, meditation and the seasonal SUP yoga classes. You will have access to these classes from the first day of the course until the last day of the course.

If you are attending a workshop, you will only get access to that specific workshop, unless you are already a member of the yoga studio.

11.2. Binding Period

Courses and workshops are prepaid and binding.

11.3. Pausing

It is not possible to pause an enrolment.

11.4. Extra Fees

- All yum's enrollments have no start-up, administrative or processing fees.
- There is no fee for using yoga equipment at the studio. This includes yoga mats, blocks, belts and bolsters. You are welcome to bring your own if you prefer. SUP boards can only be used when attending a yum SUP yoga class

- If you book a course and are not able to attend one or more classes, you will not be charged for absence. A refund is not available either.
- If you book a workshop and are not able to attend, no absence fee applies. A refund is not available either.

11.5. Refund Policy

Courses and workshops are non-refundable. This policy extends to workshops and courses canceled in case of force majeure. This includes war, riots, sickness, fire, flood, hurricane, typhoon, earthquake, lightning, explosion, strikes, pandemics, epidemics, lockouts, slowdowns, prolonged shortage of energy supplies, and acts of state or governmental action prohibiting or impeding yum from performing its respective obligations under the contract.

11.6. Refund Policy for Teacher Trainings

Teacher trainings are binding once a spot has been reserved.

A non-refundable booking fee of **4,000 DKK** is due when reserving a spot on a teacher training. The booking fee forms part of the total teacher-training price and secures the participant's spot.

The booking fee is non-refundable in all circumstances, except where required by mandatory law or where yum cancels the teacher training.

Cancellation requests must be submitted in writing to yoga@yum.dk. The applicable cancellation date is the date on which yum receives the written cancellation request.

For the purposes of this policy, cancellation deadlines are calculated as calendar months back from the scheduled start date of the teacher training.

Cancellation more than three (3) months before start
If yum receives your cancellation request at least three (3) calendar months before the scheduled start date, yum will refund all amounts paid toward the teacher training, less the 4,000 DKK booking fee. Any unpaid instalments falling due after cancellation will be cancelled.

Cancellation less than three (3) months but more than one (1) month before start
If yum receives your cancellation request less than three (3) calendar months but more than one (1) calendar month before the scheduled start date, yum will refund an amount equal to **50% of the full teacher-training price, less the 4,000 DKK booking fee**.

For participants paying in instalments, yum will reconcile amounts already paid and any unpaid instalments against this refund calculation. A refund cannot exceed the amount already paid by the participant. Any instalments that are no longer due after this reconciliation will be cancelled.

Cancellation one (1) month or less before start
If yum receives your cancellation request one (1) calendar month or less before the scheduled start date, no refund is available. The full teacher-training price remains due and payable, regardless of whether the participant selected payment in instalments or payment in full.

Non-attendance, illness and partial participation
Non-attendance, partial attendance, illness, injury or other personal circumstances do not release the participant from the obligation to pay the applicable teacher-training price or any outstanding instalments, except where required by mandatory law.

Cancellation or material changes by yum
If yum cancels a teacher training, participants will receive a full refund of all amounts paid, including the booking fee.

If yum makes a material change to the scheduled dates, location or core content of a teacher training, affected participants may cancel and receive a full refund of all amounts paid.

This policy does not limit rights that cannot be excluded under mandatory law.

12. Gift Cards

12.1. What is a Gift Card?
Gift cards are issued by yum for the use of services in the yoga studio and café.

12.2. Binding Period
The yum gift certificates are valid for 12 months unless otherwise stated on the gift card.

12.3. How to buy and redeem a gift card?

Gift cards are issued separately for use in the cafe and the yoga studio. For example, a gift card issued for use in the cafe cannot be redeemed for a yoga membership.

- **Cafe Gift Cards** can only be purchased physically at the café. Cafe gift cards are physical gift certificates. The gift card can only be redeemed in the café by the recipient and not online.
- **Yoga Gift Cards** can be bought either online or physically at the café. When purchased online, yoga gift certificates are delivered by email to the recipient immediately after the payment is registered in our yoga system. Gift cards purchased online must be redeemed by the recipient online. Gift cards for yoga

  can also be purchased in the café and issued directly on physical gift cards for redemption online by the recipient.

13. Contact Information

In case you have any questions to memberships, charges or procedures, please contact yoga@yum.dk





