



Studio Policies

Effective Date: February 1, 2025

1. No Shows/Cancellations

- Cancellations made within 12 hours will lose class credit and will not be refunded.
- Membership no-shows are subject to a \$10 No-Show fee.
- Membership cancellations will carry out the term for which originally purchased but will not renew after the term has expired.
- Drop-in no-shows will lose their class credit and will not be refunded.

2. Refunds

- No-shows and cancellations within 12 hours will not be refunded.
- Class Packages are refundable on any unused class credits.
- Apparel/Merchandise refunds are accepted 30 days from purchase with receipt and tags.

3. Class Arrival/Departure

- Please arrive at least 5 minutes before your scheduled class begins.
- Out of respect for others' practice, you will not be granted access for late arrivals.
- There will be no refunds issued for missed classes due to late arrivals.
- If you need to leave class early please do so before final savasana out of respect to other's practice.

4. Showers

- Class participants are welcomed to use showers in the locker rooms.
- Towels are provided by the studio upon request.

5. Code of Conduct & Harassment

- Columbia Flow is committed to maintaining a welcoming, respectful, and inclusive environment.
- Any form of harassment, discrimination, or inappropriate behavior towards staff, instructors, or fellow participants will not be tolerated.
- Participants are expected to treat others with kindness, respect personal boundaries, and uphold a positive community atmosphere.
- Any individual who violates these policies may be asked to leave without a refund and may be subject to further action.

6. Children's Participation & Safety

- Children under 18 must be accompanied by a parent or guardian.
- Parents or guardians are responsible for ensuring children behave respectfully in the studio environment.
- Disruptive behavior from children may result in being asked to leave without a refund.
- Certain classes may have age restrictions; please check class descriptions before booking.

7. Changes to Policies

Columbia Flow reserves the right to modify these policies at any time. The latest version will always be available on our website.

8. Contact Us

For any questions or concerns regarding our studio policies, please contact us at: info@columbiaflow.com