



# studio policies

This document outlines the studio policies that help ensure a safe, respectful, and enjoyable experience for all members and guests. By participating in our classes, events, and programming, you agree to adhere to the guidelines detailed below. These policies are designed to support the comfort, well-being, and positive experience of every family in our community. Please review them carefully and reach out with any questions.

**Class Cancellation Policy:**

We kindly request that class cancellations be made at least 24 hours in advance whenever possible. We understand that unforeseen circumstances may occasionally prevent timely notice. In such cases, we still appreciate your consideration in notifying us as soon as you are able.

Providing notice of cancellation allows us to offer the spot to another family and ensures our instructors can make appropriate preparations for class.

Cancellations may be submitted through our website, via the Bunny Hive app, or by texting us at 317-480-8976.

**No Show Policy:**

A \$10 fee is charged when we receive no notice of your class attendance. Again this allows for another family to have your spot in class and helps teachers prepare for class.

**Shoes & Sock Policy:**

Shoes must be removed (except during private and special events) and socks must be worn by all over 12 months old.

**Health Policy:**

For the health and safety of our community, please do not attend class if you, your child(ren), or an approved guardian are feeling unwell. If you're unable to attend due to illness, we kindly ask that you notify us by texting 9317-480-8976.

Please consult your pediatrician or healthcare provider for guidance on when it is appropriate to return to class.

While our team prioritizes the sanitization of all surfaces, toys, and class materials, by participating in any class or activity at The Bunny Hive, you acknowledge the contagious nature of illnesses and voluntarily assume the associated risks.

By attending classes or events at The Bunny Hive, you understand that The Bunny Hive cannot be held liable for any exposure to illness. You agree to each statement above and release The Bunny Hive from any and all liability for unintentional exposure or harm due to illness.

By attending a class or event at The Bunny Hive, you grant The Bunny Hive and its authorized representatives permission to capture and use photographs, video, audio, or other recordings of

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| Photo Release:   | <p>you, your child(ren), and any attending guardian (“Representative”) during participation in any class or event.</p> <p>These images or recordings may be used for internal documentation, social media, marketing, <del>and other public relations purposes without remuneration</del></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Allergen Policy: | <p>At The Bunny Hive, we do our best to maintain a nut-free environment. However, we kindly ask that caregivers use their best judgment when it comes to any food or drinks provided during classes or events.</p> <p>It is the responsibility of the parent or approved guardian (“Representative”) to ensure that their child does not consume anything they may be allergic to. If your child has food allergies, we encourage you to keep a close eye on what they eat and let our team know of any specific concerns.</p> <p>While we take care in what we offer, The Bunny Hive cannot be held responsible for the accidental consumption of allergens. Your child’s safety is our shared priority, and we’re always happy to work with you to help keep them safe and comfortable.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Refund Policy:   | <p>We strive to be as transparent as possible with our refund and cancellation policies. Please review the following details carefully:</p> <p><b>Memberships</b></p> <p>All membership payments are non-refundable. For details on cancellations or changes to your membership, please refer to your membership agreement for specific terms and any applicable fees.</p> <p><b>Class Packs</b></p> <p>We do not offer full or partial refunds for unused or partially used Class Packs.</p> <p><b>Special Events &amp; Pop-Ups</b></p> <p>If you need to cancel your reservation for a special event or pop-up before the event date, we are happy to offer you an account credit that can be used toward a future event. If you’re unable to attend, you’re also welcome to gift your ticket to another family.</p> <p>Please note: This policy is in place because The Bunny Hive typically secures and pays event vendors and partners in advance, based on the number of participating families.</p> <p>To cancel or transfer your event ticket, please email us at <a href="mailto:zionsville@thebunnyhive.com">zionsville@thebunnyhive.com</a>.</p> <p><b>Gift Cards</b></p> <p>All gift card sales are final. We do not offer full or partial refunds for gift cards.</p> <p><b>Retail Purchases</b></p> <p>We accept returns on unworn retail items with tags still attached within 30 days of purchase. Refunds will be issued to the original form of payment.</p> |