

General Terms and Conditions

All participants to yoga classes, workshops or events organised by Mitraya/Sri Sri Yoga Brussels acknowledge to have read the present terms & conditions and undertake to respect them.

1. General Sales Terms

1. All purchases at Mitraya/Sri Sri Yoga Brussels are final. Mitraya/Sri Sri Yoga Brussels does not offer refunds on services or products for change of mind, injury, illness, change of address or any other reason.
2. Fees may increase from time to time to reflect increases in costs and benefits. Increase in fees applies to new contracts and passes only.
3. If purchasing packages require payments to be made in installments, the applicant agrees to approve such installments be made by credit or debit card on the dates as predetermined in the services contract.
4. All passes (unlimited passes, class passes and contracts) are nominative and non-transferrable.
5. Unlimited passes, class passes and contracts may not be shared. Anyone caught sharing a pass will be denied entry and forfeit their access.
6. Gift cards can be redeemed for classes or products. They are not redeemable for cash.
7. To register for the yoga classes, workshops or events or purchase from Mitraya/Sri Sri Yoga Brussels and to attend regular classes, you must be over eighteen (18) years of age. Passes for kids & teens yoga programs must be purchased by a person over eighteen on behalf of the kid or teen.
8. You must ensure that the details provided by you on registration or at any time are correct and complete.

2. Class Passes

1. "Class Passes" consist of 10-class passes, Drop-in passes, Private class passes, Free passes and Annual passes for yoga classes.
2. Free passes may be available for specific classes as communicated by Mitraya/Sri Sri Yoga Brussels.
3. The Discovery Pass is an introductory offer for newcomers only. It is valid for one yoga class only. This pass gives access to any of the classes provided by Mitraya/Sri Sri Yoga Brussels, but excludes workshops or other special events.
4. Anyone caught buying a Discovery Pass under two different accounts will be denied access and the second Discovery Pass will be suspended immediately with no refund.
5. The 10-class pass expires within 6 months of the activation of the pass (unless extended by Mitraya/Sri Sri Yoga Brussels). No refunds are offered due to illness, injury, change of address or any other reason. Transfer of remaining entrances from an expired pass to a newly purchased pass is allowed only if approved by Mitraya/Sri Sri Yoga Brussels.
6. Annual pass is valid for 12 months and gives access to one or two yoga classes per week (as communicated in the pass).
7. Any yoga class pass gives you access to yoga classes purchased, but excludes workshops or other special events.
8. The activation date of your pass is the date of the first class booked and not cancelled, even if not attended.

3. Booking Policy

1. Payment for all classes must be received prior to the scheduled class date to ensure your spot.
2. Classes must be booked in advance. Online booking (check-in) is necessary at least 3h prior to the class via the platform communicated by Mitraya/Sri Sri Yoga Brussels in the registration confirmation email or other means. In the case the class is fully booked, a notification is sent to you by email. If the class is fully booked, a participant may ask to be added on a waiting list.
3. You must show up for the class on time and at least 5 minutes before the start. If you are late, your reservation might be cancelled, and any spot left might be offered to participants waiting on a waiting list.

4. Cancellation Policy

1. If you can't make it to your scheduled class, please cancel your spot to make your place available to others.
2. Cancellations must be made via the online platform communicated by Mitraya/Sri Sri Yoga Brussels in registration confirmation email or other means maximum 2 hours before a class.
3. Cancellations are not be accepted via phone.

5. Rules concerning yoga classes, workshops, events

1. Every possible effort is made to deliver classes and services on time as advertised. However, the schedule is subject to change or cancellation without notice. Mitraya/Sri Sri Yoga Brussels will not refund, transfer or offer compensation of any kind for classes that are late, changed or cancelled for any reason.
2. No late entry is permitted and leaving class early is strongly discouraged. This also applies to online classes, workshops and events.
3. Mitraya/Sri Sri Yoga Brussels is not responsible for any loss or damage to personal property.
4. Mitraya/Sri Sri Yoga Brussels reserves the right to refuse entry.
5. All participants release Mitraya/Sri Sri Yoga Brussels and teachers of all liability regarding any injury or theft that may have occurred during a class. Suspension required due to injury will fall under the Suspension Policy.

6. Suspension Policy

All participants (at the exception of Discovery Pass holders) have the right to suspend their participation under the following conditions.

1. The suspension can be requested once every calendar year.
2. The suspension can be applied for any reason. Medical cancellations/suspensions will fall under this policy.
3. The suspension is minimum 2 weeks and maximum 6 weeks. Medical suspensions can be requested for maximum 3 months.
4. The suspension request must mention a start and an end date.
5. The suspension has to be taken in one time.
6. Requests for suspension must be made at info@mitraya.eu with a 5-day notice period before the start of the suspension. For medical suspensions, the suspension request must be submitted maximum 14 days after the start date of the suspension.

7. Information, Privacy & Security Policy

1. Information published on this website is provided for the use of its visitors and you are advised that, although care has been taken to ensure technical and factual accuracy, some errors may occur. No guarantee is given of the accuracy or completeness of information on these pages.

2. Please be aware that Mitraya/Sri Sri Yoga Brussels may alter the information on its website from time to time.
3. Mitraya/Sri Sri Yoga Brussels shall have no liability arising from the use by any party of the information on this website.
4. Mitraya/Sri Sri Yoga Brussels does not guarantee that the website, its contents or hypertext links are virus free or uncontaminated. It is recommended to make your own virus checks and to implement your own precautions in this regard. Mitraya/Sri Sri Yoga Brussels exclude all liability for contamination or damage caused by any virus or electronic transmission.
5. Commitment to Data Security.
6. Your personally identifiable information is kept secure.
7. Only authorized persons (who have agreed to keep information secure and confidential) have access to this information.
8. You can at any time opt out of mailings, emails and newsletters from our site via info@mitraya.eu. An opt-out option is also provided in electronic communications.
9. Mitraya/Sri Sri Yoga Brussels will never sell trade, rent, exchange or otherwise share your personal information with any other person, company or organization.