



Gaga Online Ongoing Classes Terms & Conditions

The following terms apply to ongoing Gaga Online classes using the Mindbody registration platform:

Health Statement: By joining our Gaga classes you declare that you are in good health and shape, and understand the nature of Gaga activity. You fully accept and assume all responsibility for injury or damage that may result from your participation in the Gaga class. You release and hold harmless Gaga USA and Gaga Movement Ltd., its employees and teachers, other participants with respect to any or all injury or damages arising from the activity to the fullest extent permitted by law.

Notifications: As a U.S.-based business, we adhere to rules and regulations for that region regarding notifications. You are by default opted in to receive emails regarding your account management, schedule updates, and news and promos, and you have the ability to opt out. However, in order for your account to function properly and for you to receive reminders specific to your own classes, you should remain opted in to Account Management emails as well as Schedule Updates.

Cancellation Policy: If you would like to cancel or modify a reservation, click "Cancel" next to the class (go to "My Account" in Mindbody, and view your schedule to see this option).

Registration may be canceled up to 1 hour before the class's start time, and if you paid for a drop-in or class card with a specific number of classes, you will be able to use your credit to register for a different class.

Your registration cannot be canceled within 1 hour of the class, and if you paid for a drop-in or class card with a specific number of classes, you will be charged for the class. If you are outside the cancellation window, you will be notified of this online when you try to cancel.

Return/Refund Policy: Payments for classes, class cards, and unlimited month-long packages of classes are non-refundable, non-transferable, and cannot be shared.

If you paid for a drop-in or class card and cancel a class within our early cancellation window, you will be able to use your credit to register for a different class within the period during which your class pass is valid.

Additional Terms and Conditions: Ownership of all Gaga methods presented by the teachers during the training will remain with Gaga Movement Ltd. Gaga classes are recorded by Gaga USA for internal purposes and for viewing by registered users only, within a time frame of 24

hours from the time of class. By opening your camera, you consent to being spotlighted on Zoom, and may be included in the recording.

The recording and distributing of classes presented, including the sharing of links for live-streamed classes or of links to video recordings, is strictly prohibited.

For online programming, the customer is solely responsible for their own internet connection which can support streaming. Gaga is not responsible for technical difficulties encountered by the participant during the programming.

Pricing options for online classes are subject to the following conditions:

- 1 month unlimited passes: valid for 1 month from first entry
- 3 month unlimited passes: valid for 3 months from first entry
- 10-class cards: valid for 3 months from first entry
- Drop ins: valid for 1 month from the date of purchase

Classes may be booked up to 2 weeks in advance.

10-class passes and unlimited months can be frozen only in extraordinary circumstances of severe illness or injury, with confirmation provided by a doctor, and for a maximum of 3 weeks. GagaOnline@gagapeople.com must be contacted at the onset of the medical issue in order to initiate a freeze.

The teaching schedule is subject to change.

On rare occasions, recorded classes will be streamed.