



YTWP Onboarding Instructions, Guidelines & Usage Policy

Namaste,

Welcome to Yogatimewithprachi (YTWP). We're glad to have you with us on this journey.

To ensure a smooth experience and maintain the quality of sessions, the following guidelines and policies are applicable to all members. These form an integral part of your membership and usage of services.

1. Plan Structure & Validity

- 1.1. Each membership plan includes a **fixed number of sessions with a defined validity period**
- 1.2. Validity begins from the **date of activation**
- 1.3. All sessions must be utilized within the validity period
- 1.4. **Unused sessions will expire** after validity ends
- 1.5. **No carry-forward of sessions** is permitted
- 1.6. **No carry-forward of validity** is permitted
- 1.7. The start date shall be the date of enrollment confirmation upon successful payment. The end date will be determined based on the validity period of the selected plan, as communicated at the time of enrollment.
- 1.8. Plan activations, renewals, and validity extensions are processed between **10:00 AM – 6:00 PM** on working days. Payments made after this time will be processed the next working day. New subscription activation may take up to **12–14 hours**.

2. Live Session Participation Policy

2.1 Video is mandatory throughout the session

2.2 If video remains OFF for more than **10 minutes**:

- Member may be removed from the session
- Session will still be marked as utilized

2.3 Repeated violations may lead to **restricted access or termination without refund**

2.4 Members must keep **audio on mute** unless instructed

2.5 Members must join with proper **audio settings enabled**



2.6 Members must update their **display name (first name)**

2.7 Full body visibility (head to toe) is mandatory for personalised guidance

2.8 Sessions are conducted live via Zoom. It is the member's responsibility to ensure the following:

- Zoom app is downloaded and properly installed
- Their device supports required audio and video settings
- They are able to access the dashboard and join sessions without issues
- Zoom login and connectivity are properly set up before the session

3. Practice & Conduct Guidelines

3.1 Members are required to carefully observe the instructor's demonstration before attempting any movement, as understanding proper alignment and technique is essential for safe practice.

3.2 Members are expected to practice strictly within their own capacity, which means they should not overexert themselves or push beyond their physical limits, should modify or reduce the intensity whenever required, take adequate breaks if they feel tired or uncomfortable, and are encouraged to sit, rest, or pause immediately if they experience any discomfort, dizziness, or fatigue, while always prioritising safety over performance and continuing the practice at a comfortable pace on their mat whenever possible.

3.3 YTWP shall not be held liable for any injury or discomfort arising due to overexertion, failure to follow instructor guidance, or any pre-existing or undisclosed medical conditions.

3.4 Members are expected to remain present for and complete the full duration of the session as scheduled.

3.5 Any decision to leave the session midway will still be considered as full session usage and will be marked accordingly



4. **Recorded Sessions Policy**

- 4.1** Recorded sessions are made available only during the active validity period of the member's plan, and access will automatically discontinue once the plan expires or becomes inactive.
- 4.2** All recorded content is strictly for the personal use of the enrolled member only and must not be shared with any other individual under any circumstances.
- 4.3** Recording, downloading, screen capture, redistribution, or sharing of any session content in any form, whether partial or full, is strictly prohibited.
- 4.4** Any violation of these terms may result in immediate termination of access to the program without any refund or compensation.
- 4.5** If a member accesses recorded sessions instead of attending live sessions, such usage will still be considered as a session being utilized and will be deducted accordingly.
- 4.6** Recorded sessions of the same-day class will be made available for a limited duration of 24 hours only from the time they are shared, after which access will be removed automatically.

5. **Session Usage Policy**

- 5.1** A session is considered consumed only upon joining the live meeting, and not merely by logging into the platform or dashboard, irrespective of the duration of participation.
- 5.2** Any sessions missed during the plan validity period will be considered lapsed upon completion of the validity period and will not be carried forward or adjusted in any subsequent plan or subscription.
- 5.3** No compensation or adjustment shall be provided for missed sessions, late joining of sessions, or early exit from sessions, regardless of the reason.



5.4 The validity of the plan is a standard term of the subscription and governs the access period for all sessions and services under the enrolled plan.

6. **Pause Policy**

6.1 One pause allowed per regular membership plan at a nominal fee.

6.2 The minimum duration allowed is 7 days, and the maximum duration allowed is 21 days.

6.3 Pause fee: ₹149 + gst

6.4 Pause requests must be raised in advance with clearly specified dates. Pauses will be granted only in cases of genuine medical conditions, including illness, injury, or health-related concerns affecting the member. Such requests must be communicated prior to the start of the pause period. Requests raised retrospectively or after the concerned period has passed will not be considered.

6.5 Pause cannot be combined with any plan extensions.

7. **Medical Hold Policy**

7.1 A valid medical certificate is required.

7.2 Sessions may be held for up to **45 days**

7.3 After 45 days, the plan will start on its own.

8. **Validity Extension Policy**

8.1 Extension in validity must be requested before expiry of plan.

8.2 Extended validity can be availed at the fees mentioned below:

- 10 Days – ₹199 + gst
- 20 Days – ₹249 + gst
- 30 Days – ₹499 + gst



8.3 Expired plans will **not be reinstated**

9. **Holidays & Scheduling**

9.1 All holidays and rest days will be communicated in advance through the YTWP Calendar.

9.2 No compensation, rescheduling, or extension will be provided for sessions falling on public holidays.

9.3 YTWP reserves the right to modify session schedules, timings, or instructors if required.

9.4 In case a session is cancelled from YTWP's end (excluding public holidays), an alternate session, recording, or suitable compensation will be provided.

9.5 Members are expected to attend sessions as per the scheduled plan. Any sessions missed by the member will be considered as missed sessions and will be governed by the plan's lapse policy.

In case of prolonged breaks announced by YTWP (for example, a Summer Break), the corresponding duration will be added to the member's subscription validity.

10. **Plan Changes**

10.1 No upgrades/downgrades are allowed during active plan

11. **Payments & Offers**

11.1 Full payment is required in advance to confirm subscription to any plan

11.2 All offers and discounts are valid only within the specified timelines and are subject to change without prior notice.

11.3 Multiple offers, discounts, or promotional benefits cannot be combined or stacked.

11.4 A GST as applicable will be charged on all services over and above the plan price.



12. Refund & Transfer Policy

12.1 No refunds shall be provided under any circumstances once the subscription has been confirmed and payment has been completed.

12.2 Subscription transfer may be allowed only in cases where no sessions have been utilised, and such requests will be subject to approval by YTWP.

12.3 Refunds will not be applicable in any situation including, but not limited to, non-attendance of sessions by the member, scheduling conflicts or inability to attend due to personal timing issues, or medical reasons that fall outside the scope of the policy or are not pre-approved as per program guidelines.

13. Access & Fair Usage

13.1 Access is strictly **non-transferable after usage begins**

13.2 Sharing session links is prohibited

13.3 Misuse may lead to **termination without refund**

14. Compliance & Enforcement

14.1 YTWP reserves the right to remove members from live sessions, restrict access to classes or recorded content, or terminate membership under circumstances including but not limited to repeated violation of session policies, disruptive or inappropriate behaviour during sessions, failure to follow instructor guidelines, misuse of platform features, or any action that affects the learning environment or safety of other participants.



14.2 All decisions taken by YTWP in such matters shall be considered final and binding in order to maintain discipline, safety, and the integrity of the program.

15. Member Acknowledgement

By continuing with the sessions, the member confirms that they:

- Have read and understood all guidelines and policies
 - Agree to abide by them without exception
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♥ Closing Note

We're here to support your journey — consistency will bring results