

FAQ Reopening

We're reopening! As of the 1st of July we'll be opening up our doors for you again. A week in advance the government will give us the go-ahead. Here in the FAQ, you can find out what this means for your current 10-class pass or (year)membership. Are you a member or do you have a 10-class card? Then you'll also receive a separate email with everything you need to know about the reopening and your membership or 10-class pass soon.

What does this mean for your current (year)membership or 10-class pass and your current online membership?

As you know, your (year)membership or 10-classpass has been frozen as from the 1st of April. If we are allowed to reopen again on the 1st of July, your membership or 10-classpass will be activated again automatically. That means no action required on your part!

Unlimited monthly membership

From the 1st of July, your membership and the automatic debit for the monthly fee will be reactivated again.

10-class passes & introduction cards

10-class cards and introduction cards will be extended with the period of time during which your card was frozen. Was your 10-class card valid up until the 31st of April, for example? Then you'll be able to use your card 31 more days from when we open again, most likely on the 1st of July. If your 10-class card already expired the card will have disappeared from your account. Don't worry, we'll add a new card to your account if you for the period of time your card was frozen!

Year memberships

Your year membership will be extended by the period of time in which it was frozen. This means you'll be able to take classes for two more months after the original end date of your membership.

What will happen to my online membership?

Do you have an online membership? Then first of all, we want to thank you so much for your support while our physical doors were closed! The good news is that we will keep offering our live classes online, also after opening again! Therefore, you'll still be able to take online classes after we reopen as long as your membership is valid. A month after purchase your online membership ends automatically. If you also want to take part in the physical classes at our school, you can purchase a single class, 10-class pass or unlimited monthly membership. You'll be able to do so a week before the reopening.

Which classes can I take with my unlimited monthly membership, year membership or 10-class pass after the reopening?

With a unlimited monthly membership, year membership and 10-class pass, you'll be able to attend physical classes at our school again as soon as we reopen. Are you a member with us and do you have a unlimited monthly membership or year membership? Surprise: you'll also be able to attend classes online. Our online classes are included for our members for now as a thank you for your support!

What if: you're not allowed to open the 1st of July? What will this mean for my (year) membership or 10-class pass?

In this case, your (year) membership or 10-class pass will remain frozen and we won't charge you a membership fee for the time that we remain closed. Year memberships and 10-class passes will be extended with the period of time it remained frozen. We'll arrange this for you, so no action required on your part.

From when will I be able to purchase a new membership for the reopening?

The online memberships are already available on the website. A week before reopening you will be able to purchase normal memberships and 10-class passes [here](#) again.

Will I still be able to replay classes once the school opens again?

As soon as we open again, you will only be able to attend live classes either at our school or through the livestream. Afterwards, the classes will no longer be available for replay. Since we'll have an extensive schedule with 40 live and livestream classes, we hope that you'll be able to attend the live classes at a moment that suits you instead of pre-recorded classes.

I prefer to cancel my membership, how does that work?

Of course, there's always the option to cancel your monthly membership. To do so, please send an email to info@denieuweyogaschool.nl. The normal [Terms & Conditions](#) apply to cancelling your membership. The cancellation period is one whole calendar month. For this month, you will pay the regular membership fee. When you cancel before the 1st of July, your membership ends on the 1st of August. During the month July, you will be able to enjoy physical classes on location. Should we be prevented from opening in July by our government, then you will have the choice of a month of online classes or a month of physical classes as soon as we do open again.

I would like to keep my membership frozen, is that possible?

If you had a membership with us, then this membership will be reactivated on the 1st of July. It's not possible to keep your membership frozen. If you prefer not to do yoga at

this time, then of course there is the possibility of cancelling your membership. You can read how that works in the previous question.