

Pilates:Studio Authentic, LLC

Studio Policies

Start Time: All sessions and classes start on the hour and last 50-55 minutes. _____ / _____

Arriving at the Studio: When you arrive, please check in, put personal belongings in cubbies and set up your equipment for equipment sessions or mat for mat classes. If you know that you are going to be late, please call the studio and let someone know that you are on your way. _____ / _____

Expiration Dates: Private and semi-private session packages, and all class cards, have an **expiration date of 90 days from the first session or class you take or 365 days from purchase whichever is sooner.** Please purchase carefully. Family members may SHARE the same card for no additional fee. When your card expires by date or usage, we will contact you by e-mail. _____ / _____

Cancellation/Rescheduling Policy: To avoid being charged for missed sessions/classes, you must cancel or reschedule **24 HOURS PRIOR TO THE START YOUR SESSION/CLASS** by phone, in person or on-line. Make sure to get a cancellation number when cancelling by phone or in person. Messages left on voicemail are not accepted. We will attempt to fill your session/class reservation regardless of when you cancel, but should you cancel less than 24 hours in advance, and your spot is not filled, you will be charged. This time frame allows clients on the waiting list to be contacted and instructors notified of the change. _____ / _____

Class Reservations: You may sign up in person, over the phone or on-line up to 12 months in advance. Messages left on voicemail are not a guarantee of reservation. Please make sure to confirm with staff or on-line. _____ / _____

Payment Policy: All private sessions, classes, workshops and seminar are prepaid. Private sessions and classes can be paid individually or in packages. For information on pricing and packages please review our Fee Schedule Page or ask at the studio. If you choose to purchase a package you can check the balance on your account 24 hours a day, 7 days a week online or you may ask at the studio. We will notify you via e-mail when your session card and/or class card is about to expire or when it has only one session/class remaining. Cash, check, VISA, MasterCard and AMEX are accepted. _____ / _____

Refund Policy: Please purchase carefully as NO REFUNDS are available for any privates, classes, gift certificates or workshops purchased at **pilates:studio A.** Session Cards and Class Cards are non-refundable and non-transferable to other students, except immediate family members. Merchandise purchases at the studio, other than those previous listed such as clothing, props, etc. can be returned, unused, with a receipt, within 14 days of purchase. Purchases made by checks will be refunded in cash after 7 days from purchase. Items returned without a receipt will receive studio credit. _____ / _____

Session Card and Class Card Freezes and Extensions are issued due to illness or injury if the owner contacts **pilates:studio A** before the card expires. If one's illness or injury lasts

more than one month, a FREEZE can be placed on the card. Freezes can last up to one year. A new expiration date will be assigned following reactivation. _____ / _____

Food, Beverages and Gum: We ask that no food be brought into the studio and use only closed non-breakable drink containers. For safety reasons, chewing gum is not permitted in the studio at any time. _____ / _____

Equipment Cleaning: Disinfectant and towels are provided for cleaning mats and equipment. Always remember to clean your equipment, mat and props after use. _____ / _____

Cell Phones/Camera Phones: Camera Phones are not allowed in the studio. For the courtesy and privacy of others we require all cell phones to be turned off while in the studio. _____ / _____

What to Wear: We recommend comfortable tops and bottoms, socks or bare feet. Clothes should be of the type that will allow the instructor to see the student's body position. For your convenience, we sell tops and bottoms in the studio that are great for private sessions and classes such as Pezzi, So Low, Rese Pilates and more. Warm-up suits and baggy clothes are not suggested. _____ / _____

Guests of our Clients: Out of town guests may use your card for their first visit. Each guest taking a private session or class must fill out all new student forms and bring them to the studio or complete the forms upon arrival. _____ / _____

Children in the Studio: We love children, but please check with the studio prior to bringing children in during session/class times. We do not offer child care services, therefore the children must be under the close, constant supervision of their parent(s). Children must be quiet and still in order to not disturb other students. _____ / _____

Perfume, Scented Lotions & Tobacco Use: Please be aware that other clients might have allergies or sensitivities to heavy perfumes and/or lotions so we suggest that you refrain from using products with heavy fragrances in our studio or prior to coming to the studio. Smoking is not allowed in or around the studio at anytime. _____ / _____

Update Your Information: Please keep us up to date concerning the information given on your Health History Form. For example, if you have any changes with your name, address, phone or e-mail, physical health or medications, please inform the studio in person. You will need to initial the changes on your Health History Form. _____ / _____

By signing here, I confirm that I have read and understand the above policies and if I have questions I will ask a studio representative to explain.

Signature

Date

Studio Representative