

## Studio Policies - The FINE Print

- **Cancellation Policy.** For Private and Semi-Private Sessions we require 12 business hours notice for cancellations. Cancellations made with **less than 12 hours** notice will incur a \$40 cancellation fee. **Appointments can be cancelled by calling, texting or emailing the studio during our regular business hours.** (Mon-Thurs 8:00 am-7:00 pm, Friday 8:00-3:00 pm, Sat 9:00 am-12:00 pm). Cancellations made with less than 90 minutes notice will be charged the full price of the session. If you are able to reschedule your session within the same 24-hour period with the same instructor or the studio is able to fill your appointment time with another client then no fee will be imposed. If you cancel more than three times in a month you will begin to be charged the full amount for each missed session. For Group Classes we also require 12 hours notice for cancellations. Cancellations made **with less than 12 hours** notice will incur a \$12 cancellation fee. Cancellations made with less than 1-hour notice will be charged full price for the class. Cancellations can be made by calling, emailing or texting studio during business hours listed above. Outside of studio business hours we recommend using our online scheduling system or mobile App to cancel your classes so as not to incur a cancellation fee.
- **Group Reformer Classes:** All clients new to Pilates are required to complete an Introductory Class or at least one Private Session before signing up for a Group Reformer Class. Advancement from an All Levels Class to an Intermediate or Advanced Class is at the discretion of the instructors and studio owners. Please speak to your instructor prior to registering for a more advanced class. This is to ensure the safety of the client as well as to maintain the flow of the class.
- **Automatic reminder emails.** These are sent out 24 hours before your appointment or class. It is the client's responsibility to check spam/junk mailboxes for any incoming mail. Pilates in the Grove is not responsible for any bounced or failed email communications.
- **No-show policy.** Clients that do not show for their scheduled class or appointment will be charged the full price of the session.
- **Waitlist policy.** If you are on the wait list for a class you will receive an email notification or text as soon as a spot opens up. Please contact the studio immediately by email, text or phone to let us know if you will attend the class. If you have not confirmed attendance **within 30 min** you will be removed from the class and the spot offered to the next client on the waitlist.
- **Late arrivals.** Please arrive on time for your scheduled class or appointments. If you are more than 10 minutes late for a class it will be at the discretion of the instructor whether to allow entry into the class. If you are more than 15

minutes late for a class you will not be allowed entry into the class for your safety and so as not to disrupt the flow of the class.

- **Distraction-free environment.** Pilates in the Grove aims to create a quiet and peaceful Pilates practice space. Anyone entering the studio is requested to **SILENCE CELL PHONES** – no vibration or beeping alerts. Pilates in the Grove provides cubbies for personal belongings, which should be stored neatly. Pilates in the Grove requests that all clients keep conversations to a minimum, both in the studio and the waiting areas.
- **All Pilates class times.** Pilates group classes are 55 minutes in length, unless stated otherwise on the class schedule. All group classes require pre-registration.
- **Group Pilates Instructors subject to change.** Any Instructor changes will be noted on our Group Pilates page as soon as they are known about out of courtesy. Pilates in the Grove is under no obligation to give prior notice of any Instructor changes to clients.
- **Injuries and illness.** New and existing Pilates in the Grove clients with an undiagnosed chronic pain or injury are required to seek out professional medical advice prior to their next Pilates session. Most of our Instructors can work with physical dysfunction and injuries and clients may benefit from scheduling private sessions with one of our physical or occupational therapists
- **Payment method.** Pilates in the Grove accepts cash, credit cards, or local personal checks for any purchase. A \$25.00 USD charge is levied for bounced or returned checks. All sales are final. Payment is to be made at time of service.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_