

Pilates, Fitness and Therapeutics

Pilates and Personal Training Policy

Our goal is to assist each client in achieving their optimum results based on goals they have set for themselves with the guidance of their fitness instructor.

When engaging in an exercise program, it is important that a level of consistency is met. Therefore, we encourage our clients and our instructors to follow the following procedures.

Appointments:

1. All private Pilates and personal training sessions run 30 or 50 minutes in length.
2. Full foot covering Pilates or yoga socks with sticky bottoms are required while working in the studio. Socks may be purchased in the studio should you not have a pair.

Client's Responsibilities:

1. Each client shall arrive promptly to his or her appointment.
2. If a situation arises when a client must cancel an appointment, the client must notify their instructor with a full 24-hours notice. Anything less than 24 hours notice will be charged a full session payment. If no notice is given, the client will be charged for a single session from their package if purchased or billed accordingly.
3. All mobile devices must be silenced while waiting in the lobby for appointments as well as in the studio during sessions. This ensures enjoyment during sessions and a relaxing environment for all visitors. We also ask client to refrain from wearing perfume, cologne or scented lotions while in the studio due to sensitivities.

Fitness Trainer Responsibilities:

1. Each fitness instructor shall be prompt for all scheduled appointments.
2. In a health related emergency, your instructor will contact you as quickly as possible to reschedule your appointment.

Right of Refusal:

Refusal to train any client based on either parties current health related circumstances will be at the discretion of your instructor. We would appreciate any viral bugs to remain outside of the studio for continued health of our instructors and yourselves.

Payment Plan:

- ❖ Fees are to be paid in advance.
- ❖ Payments may be made in check or cash. Credit cards are **not** accepted.

Expiration of Pilates and Personal Training Packages:

The client understands that all personal training and Pilates packages **expire 6 months** from the date of purchase, and these packages are **non-transferable** and **non-refundable for any reason**. If the client chooses to pay by single sessions, payment is due at time of service or on a weekly basis in advance. There are no exceptions.

Client Signature: _____

Date: _____