

## To Be Pilates Policies & Etiquette

- **24-Hour Cancellation Policy:** Cancellation of all appointments or classes must be made 24-hours in advance. Reservations can be canceled online through your MINDBODY account or by emailing info@tobepilates.com at least 24 hours prior to your appointment. Cancellations made with less than the required amount of notice will be subject to a full charge for the appointment or class.
- **Duet Cancellation Policy:** All duets must be upgraded to a private session if one partner cancels 24 hours in advance. If a partner cancels within less than 24 hours, both participants will be charged at the duet sessions price.
- **Appointments/Class Time:** Unless otherwise noted, all sessions are **55 minutes**. If you are late to your session, the instructor must still end the session at the originally scheduled time.
- **Expiration Dates:** Unless otherwise specified, packages expire 6 months from date of purchase.
- **Refund/Transfer Policy:** All purchases are final and non-refundable. However, you can transfer the balance on your package to another person of your choice. Packages must still be used within the original expiration date.
- **Payments:** For payment we accept cash, personal check, Visa, Mastercard and Amex. All sessions must be paid in full.
- **Privacy Policy:** Your privacy is important to us. Any information you provide will only be used to assist us in providing you the very best service. Your email address as well as phone number will be added to our mailing list and will be used for studio updates and events.
- **Disclaimer:** Class schedules and teachers may change without notice.
- Wear comfortable and supportive clothing for movement and flexibility.
- Pilates socks are required for all types of classes. Please leave shoes in the reception area.
- No heavy perfumes or body lotion for protection of equipment and slippage and please remember to silence your phones while exercising.
- Please put personal belongings in the space provided. **To Be Pilates** is not responsible for lost or stolen items.

**I HAVE READ THE ABOVE STATEMENT AND UNDERSTAND THE ABOVE CONDITIONS**

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

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

\*(Parent/Guardian sign if under 18)