

STUDIO POLICIES

All Classes are a duration of 55min long

1. ANNUAL PRICE INCREASE

1.1 There is an annual price increase every year from the 1st March.

2. DROP IN OR PAY AS YOU GO – (No contract)

2.1 This payment option is at a higher fee structure per class in comparison to the monthly packages.

3. MONTHLY PACKAGES (monthly packages are on condition of a 12-month contract)

3.1 Monthly packages are charged at a monthly fee and are averaged to cater for the discrepancy of a 4 or 5-week month and the period the studio is closed over the December / January holidays. (This is usually 3 weeks).

3.2 Packages are structured on the number of classes attended per week. The more classes attended per week, the cheaper the rate per class. See the price list for package pricing.

3.3 A catch-up lesson must be arranged when cancelling a lesson within the month and can be carried for one month only, thereafter the missed class will be forfeited. **PLEASE NOTE - NO REFUNDS ALLOWED WHEN MISSING A CLASS ON THE MONTHLY PACKAGES.**

3.4 If you miss more than 3 consecutive classes, you may need to re-evaluate your commitment to your training and change the current package you are on.

3.5 Monthly packages can only be changed or discontinued within 30 days' notice in writing via SMS or Email.

3.6 If you decide to discontinue with your classes without giving 30 days' notice, any classes you have paid for will be forfeited and are not refundable.

4. PENSIONER PACKAGES

4.1 Pensioner monthly packages are eligible to clients from the age of 65.

5. PAYMENT TERMS

5.1 All monthly package fees are to be paid in advance on or before the 5th of each month. (EFT or Cash)

5.2 **EFT Details: J Botha, ABSA Bank, Branch: Boksburg Eastlands (632005), Account: Savings (90 8742 5963)**

6. CANCELLATIONS

6.1 **A 24-hour cancellation notice on all classes must be given.** Failure to do so will result in being charged the full session rate on pro-rata classes or forfeiting your class on monthly packages.

6.2 Please notify your instructor via SMS if you are going to be late or if you cannot attend a session. If no notification is given within 24 hours of your class commencing, resulting in a no show, the class will be forfeited of the full fee for the class will be charged.

6.3 Cancelled classes within the notice period may be caught-up (**See clause 3.3**)

6.4 When an instructor cancels a class, they will arrange a convenient catch-up time.

Duets/Trios:

Should a partner not cancel their session in time; the remaining partner can still attend their session at the normal duet or trio fee. The missing partner will forfeit that class at their normal payment fee.

If the partner cancels the class within the 24-hour cancellation policy, the class can be rescheduled if a convenient time can be agreed upon with clients and instructor prior to the next scheduled session.

OR

If your training partners terminates their contract and you are the only person in the class, you will be offered the option to keep the time slot, but as a private (Individual) class at private class rates.

Low attendance for semi-privates for a period of 3 weeks will result in the semi-private time being discontinued, and new times will be allocated.

7 REFUNDS

7.1 If you are unable to continue your scheduled Pilates training sessions due to a medical reason or relocating aboard, the studio owner may issue a refund at their discretion.

8 TARDINESS

8.1 Class duration time will not be extended for late arrivals.

9 INSTUCTORS

9.1 Please be aware that your instructor cannot diagnose or prescribe treatment for any injury, disease or other medical condition.

CLIENT INFORMATION

Home Address:

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Cell No: **Email:**

Age: **Class Type:**

Goals:

Class Type:

Monthly Contract Start Date:

I ACCEPT AND AGREE TO EACH TERM AND CONDITION AS SET OUT HEREIN AND ACKNOWLEDGE HAVING READ AND UNDERSTOOD THEM.

Please sign below and bring this form to your next class. Thank you.

Full Name:

Signature:

Date: