

STUDIO POLICIES

All Classes are a duration of 55min long

1. ANNUAL PRICE INCREASE

1.1 Annual price increases every year from the 1st April

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

2.1 This payment option is at a higher fee structure per class currently for duets & groups in comparison to the monthly packages.

2.2 The individuals work out to be the same price on a 4-week month but on a 5-week month...you would be charged more.

3. MONTHLY PACKAGES (monthly packages are based on 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. (YOU PAY THE SAME AMOUNT REGARDLESS OF A 4 or 5-WEEK MONTH).

You are gaining a - free class - in your 5th week...but when the studio closes in December you would have made those classes up with your free classes that you received during the year.

You DO NOT need to make them up. They have been made up already.

3.2 Monthly fees cater for the period when the studio is closed over the December / January holidays. (This is usually 3 weeks).

3.3 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.

3.4 A make-up class 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.**

3.5 Monthly packages **CAN 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

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

Bank 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 (online & studio) 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 is forfeited and the full fee for the class is charged.

6.3 Cancelled classes within the notice period may be caught-up (See clause 3.4)

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

6.5 **DUET CLASS CANCELLATIONS**

Should a partner not cancel their session in time; the remaining partner can still attend their session at their normal 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 at a convenient time agreed upon between each other and instructor prior to the next scheduled session.

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 as an individual class at individual class rates.

7. REFUNDS & TARDINESS

7.1 If you are unable to continue your Pilates training due to medical reasons or relocation, the studio owner may issue a refund at their discretion.

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

MONTHLY CONTRACT CLIENT INFORMATION

Home Address:
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Cell No: **Email:**

Class Type:

Goals:

Monthly Contract Start Date:

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

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

Full Name:

Signature:

Date: