

# STUDIO POLICIES

All Classes are a duration of 55min long.

## 1. ANNUAL PRICE INCREASE

1. Annual price increases every year from the 1<sup>st</sup> of April.

## 2. INDIVIDUAL AND DUET PAYMENTS

1. Duet Classes: The rate remains the same per class per person whether you do 1 class or more classes. You can pay for the month upfront for all your classes you are attending or pay per class.
2. Individual Classes: The rate remains the same per class, whether you come 2 or 3 times in the week. You can pay for the month upfront or pay per class that you attend.

## 3. GROUP DROP IN OR PAY AS YOU GO PAYMENT

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

## 4. GROUP SET MONTHLY PACKAGES (Upfront payment for the month)

1. Packages stay the same regardless of 4 or 5 week, meaning that you get 1 free class in a 1x per week package or 2 to 3 free classes in a 2x per week package in the 5 week month, therefore you pay the full amount for December and when the studio closes for 2 to 3 weeks, those classes during that closing time would have been made-up by the free classes you received during the rest of the year. **See the price list for package pricing.**
2. A make-up class must be arranged when cancelling a lesson within the month and can be carried to the next month, thereafter the missed class will be forfeited. PLEASE NOTE - NO REFUNDS OR MONEARTY CREDITS WILL BE ALLOWED WHEN MISSING A CLASS ON THE MONTHLY PACKAGES OR CLASSES PAID UPFRONT FOR THE MONTH.
3. Monthly packages **CAN BE CHANGED** or discontinued within 30 days' notice in writing via SMS or Email.
4. 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.

## 5. PENSIONER PACKAGES

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

## 5. PAYMENT TERMS

1. All payments are to be paid in advance before your class starts - Cash or EFT.  
[J Callaghan, ABSA, Boksburg Eastlands \(632005\), Savings \(90 8742 5963\).](#)

## 6. CANCELLATIONS

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.
2. Please notify your instructor via SMS/WHATSAPP 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.

3. Cancelled classes within the notice period may be caught up.
4. When an instructor cancels a class, they will arrange a convenient catch-up me or credit the class for non-monthly packages.

#### 7. 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 or to change to another class type.

#### 8. REFUNDS & TARDINESS

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 own discretion.
2. Class duration me will not be extended for late arrivals.

#### 9. LIABILYY WAVIER

By participating in mat or equipment Pilates, you acknowledge and accept the following: – You voluntarily assume full responsibility for all risks, including but not limited to injury, strain, fatigue, and exposure to communicable illnesses. – You release, indemnify, and hold harmless Naturally Pilates, its owners, instructors, employees, and agents from any claims or liabilities arising from your participation. – This waiver includes claims resulting from ordinary negligence. – This waiver does not limit your rights in cases of gross negligence or fraud.

#### 10. PRIVACY

We are committed to protecting your privacy and comply with the Protection of Personal Information Act (POPIA). – Personal information collected is used solely for studio operations and communication. – Your data will not be shared with third parties without your consent, except where required by law.