



TRUE STRENGTH PILATES POLICIES AND PROCEDURES

- 1.) Our time together is valuable. In order to honor the commitment that each of us has made to your appointment, notice of cancellation or rescheduling of an appointment less than 12 hours in advance will result in a full charge for that session.
- 2.) All scheduling and cancellations can be made through email at info@truestrengthpilates.com or text 815-546-1413
- 3.) If you have a standing appointment: inconsistent attendance or repeated cancellations will result in the loss of that time slot regardless of 12 hour notice.
- 4.) Please arrive on time for your session. If you are late your session will end on time as it was originally scheduled.
- 5.) If you choose to leave early, you are still responsible for the full session.
- 6.) Procedure for entering the studio will be entering the main entrance when the instructor opens the front door. As the instructor will sometimes be teaching prior to your lesson and for respect of instructor's home please wait in your car and the instructor will open the door when prior to your lesson time.
- 7.) For online sessions please meet in the zoom meeting room at your scheduled time. Should zoom give us trouble we can designate a back up plan. Should technology not allow us to continue we can reschedule minutes lost by adding to a next session or setting up another time.
- 8.) For Duet Sessions—If one partner cancels less than 12 hours in advance the full class is charged. Partner that is still scheduled continues the session as normal. If one partner cancels prior to the 12 hour period the other person has 3 options; purchasing a full 50 minute private, using the duet price for a 30 minute private lesson at the same time scheduled, or cancelling as well.
- 9.) In the event the instructor has to cancel you will not be charged for that session.

Refunds and Fee Structure

1. Payment is due prior to your appointment.
2. All sales are final, refunds are not offered on sessions purchased.
3. All rates/prices are subject to change.

I have read these Policies and Procedures and agree to the terms and conditions.

Signature _____ Date _____

Printed Name _____