



## STUDIO POLICIES

At Linea Pilates, we are committed to doing everything possible to ensure that you get the full value for your money and benefit from the highest quality pilates work-out. To ensure fairness to all, we must enforce the following policies:

**Intake Forms:** Before training, all clients and guests must fill out and sign the Registration Form and the studio policy and etiquette sheetst.

**Cancellation Policy:** To avoid being charged for missed appointments, cancellations must be made 24 HOURS PRIOR TO THE START OF THE SESSION by phone, in person, or email. Every attempt will be made to fill the cancelled class/session. However, should the cancellation occur less than 24 hours in advance, *and a replacement is not found*, the missed/cancelled session/class will be charged.

**Payment Policy:** All sessions are prepaid. Cash, bank transfers and PayPal are accepted.

**Refund / Validity Policy:** Please purchase carefully as NO REFUNDS are available for any session or package of sessions purchased at Linea Pilates. All packages *expire after 10 weeks*, so choose the payment level that best meets your work-out frequency.

**Food, Beverages, Gum:** We ask that no food be brought into the studio and use only closed non-breakable drink containers. For safety reasons chewing gum is not permitted in the studio at any time.

**Equipment Cleaning:** Disinfectant and towels are provided for cleaning mats and equipment. Always remember to clean your equipment, mat, and props/accessories after use.

**Cell Phones:** For the courtesy and privacy of others we ask all cell phones to be turned off while in the studio.

**What to Wear:** Comfortable, preferably fitted and stretchy, clothes are suggested – for men: t-shirt and biker shorts; for ladies: tank tops/t-shirt and biker shorts or tights. Shoes are not necessary for the work-out, but socks are required. *Please avoid wearing jewelry and sharp zippers (e.g. running pants/tops).*

**Perfume, Scented Lotions:** Please be aware that other clients might have allergies or sensitivities to heavy perfumes and/or lotions so we request that you refrain from using products with heavy fragrances before the work-out.

**Update Your Information:** Please keep us up to date with changes in address, phone number, email address, and medical conditions.