

# Trinity Pilates Policies Statement

By signing this form, you acknowledge that you have read, understand, and agree to abide by the policies of Trinity Pilates stated below.

PLEASE READ CAREFULLY!

## Payment

Payment is due before scheduled class or appointment. We reserve the right to cancel any reservation that is not paid in advance.

We accept cash and checks in person. Visa, Mastercard, American Express and Discover are accepted on the online webscheduler. There is a \$35 fee for all returned checks. There is a 5% cash discount, which is offered in addition to any other offers and discounts.

## Refunds and Expirations

All sales are final. No refunds will be given. Private and Semi-Private Series have a one year expiration from date of purchase. Class cards and private and semi-private series are transferable. Extensions on expiration dates will be made in the case of extended medical absences and class or session cancellations made by the instructor or studio.

## Credit Card Number on File Policy

Trinity Pilates is now requiring a credit card on file for all booked sessions and classes. This must be a number that can be charged in the event that you do not show up for your appointment or class. The credit card number is stored in an SSL-encrypted database on mindbodyonline, and the full number is not visible on your account. If you have a current class card or series, the session will be deducted from that package. If you late cancel or no show on your scheduled appointment, the card on file will be charged the full session or class price if there is no current package.

## Cancellation Policy

As a "by appointment only" business, a 24 hour cancellation policy is essential to the survival of this business. If you need a copy of the policies to review, I will be more than happy to give you one. If you fail to cancel your appointment before 24 hours of your scheduled appointment, you will be charged. Monday appointments must be cancelled 48 hours in advance to give time for the appointment time to be filled.

All cancellations must be made through email when possible to avoid confusion and to have a record of your cancellation. Cancellations given to an instructor at any point during a session will not be accepted.

## Wait Lists

If a class is full, you may opt to be placed on the wait list. You will be automatically moved into the class if a spot opens more than 24 hours in advance, and notified via automated email. If you do not confirm your spot from the waitlist into the class within 24 hours of the class, you may lose your spot. If a spot opens later than the 24 hour window, you will receive an email, phone call, or text from the studio giving you the option to attend the class.

The wait list for private sessions is maintained and updated regularly. Each weekend, available times will be emailed for the following week. These sessions will be filled on a first-come, first-served basis. Last-minute availabilities will be updated during the week via email or text, depending on the notice given.

## Class Card Extensions

Class Cards have an expiration date to encourage you to come regularly in order to fully reap the benefits of Pilates. In the event of cancellations on the part of the studio, class cards will be extended for the number of weeks that the class was cancelled (this includes holidays and instructor illness). If you miss weeks due to personal reasons—illness and scheduling challenges included—you may opt to extend your card for the number of weeks you were out by paying a \$10 extension fee. This can only be done once per calendar year.

## Series and Class Card Freeze

If you have purchased a series or class card and will be unable to attend your sessions, you will be able to freeze the series or class card for up to 6 months from the date you ask for the freeze. A freeze will be granted to those who will not be able to attend Pilates due to an illness, injury, major life change etc. They must be requested in writing (an email is acceptable).

## Standing Appointments

Standing appointments are granted to help the client and instructor maintain a regular, predictable schedule and to provide consistency.

Please read the following policies below regarding standing appointments:

- In order to hold a standing appointment, a credit card must be held on file (it is stored in an SSL encrypted database on mindbodyonline, and the full number is not visible on your account)
- If your series expires or runs out of sessions and you do not renew with cash, check, or credit card online before the first unpaid session, the card on file will be charged for the series you regularly purchase. Expired or invalid cards will incur an additional fee of \$50.
- If a standing appointment is cancelled more than 2 times within a three-month period, you will be charged for the additional missed sessions, regardless of notice given.
- Standing appointments will be held and extensions will be granted on series with advanced, written notice for medical reasons, major life changes, injury, etc. Standing appointments are held for up to 2 months and series extensions are granted for up to 6

months from notification of extension. Email is acceptable written notice, but must receive a reply from the instructor to be validated.

I have read and understand the Policies of Trinity Pilates

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Name

Date