

Pilates Insight Studio Policies and Monthly Fee Pass Terms and Conditions

It is important to us that you understand our studio policies. Please read the following very carefully and if you have any questions ask your instructor to clarify prior to signing below.

1. Studio etiquette rules:

- For hygiene reasons please bring a towel and clean socks to your class.
- Consider others and avoid using your mobile phones while in the studio.
- When a client is more than 15 minutes late, the session may be refused and the full fee charged.

2. Terms and conditions – Monthly payment passes/Membership:

Membership fees are designed to provide a cost effective service to clients who have a relatively predictable schedule and understand the benefits of exercising regularly.

- The minimum term for a membership is 3 months. Payments will be debited directly from your bank account or credit card on a monthly basis as agreed and prior to the delivery of sessions.
- All fees are non refundable but in some cases can be transferred to or shared by a family member.
- Standing appointments may be allocated to you on an ongoing manner if you wish.
- **All booked appointments under monthly passes will require 7 days notice of cancellation or re-schedule or the full fee will be charged as a cancellation fee.**
- Monthly passes allow for a limited number of appointment changes according to number of sessions contracted by you, as listed in monthly passes description table.
- Your pass can be upgraded at any time subject to availability. Additional sessions can be credited to your next payment when you wish to attend an extra class per week. Refer to monthly passes price table for additional session price.
- Please make sure you organise a make-up session within the same month as no sessions will be carried on to the next month.
- We will not make exceptions to late cancellation for illness or misadventure.
- If there are any classes unused by the end of the month the unused classes will be forfeited.
- We will assist you in making up classes but take no responsibility if all classes are not used prior to the end of the month.
- **Cancellation of direct debit payment will require a 14 days' notice in writing.**
- Direct payment can be suspended or adjusted if you need to travel for longer than **10 days** provided **a 14 days' notice is given**. To keep your standing appointment available for your return, a payment of 50% of the respective period will be requested.
- In December, payments will be adjusted to accommodate for Christmas and New Year holiday period, when the studio will be closed for 10 to 15 days.

I have read and understood the studio policies as outlined above. My questions have been answered to my satisfaction.

Date:

Client Name:

Client Signature: