

Pilates by the bay

Our Studio Policies

(Updated 8/4/11)

Please review the updated policies below and contact us with any questions. Thank you for your support!

- 1. Cancellations:** 24-Hour notice must be provided or session/class will be charged.
 - a. To be fair to all instructors and clients no exceptions can be made (please no requests)
 - b. A **FULL** 24-Hour notice must be given
 - c. Cancellations can be made via studio phone, online or email (please no texts or contacting instructors directly)

- 2. Make-ups:** 1 make-up class per month is offered for any late/charged cancellations.
 - a. Please use make-up class within 1 month of late cancellation
 - b. Additional late cancellations cannot be made-up

- 3. Rescheduling Classes:** Monthly discounted classes can be rescheduled (with 24-Hour notice) during the same month or 1 month following. If rescheduled during the following month, they must be taken in addition to your regularly paid class schedule (cannot be used in lieu of paying for the next month of classes).

- 4. Changing Your Reserved Class Time:** If changing your reserved class time(s) for the upcoming month, please notify the studio by the 25th of the month prior to allow adequate notice for us to add/cancel classes.

- 5. Payments:** Due by the first session of the package or first of the month for classes. Cash, checks and credit cards accepted.

- 6. Expirations:** 1 month for single sessions, classes and new client packages, 3 months for 5 or 10-session packages.

- 7. Refunds:** Refunds are not available.