

WE TAKE PRIDE IN THE HIGH-LEVEL QUALITY OF OUR SERVICES AND INSTRUCTION. OUR EXPERT TEACHERS DEPEND ON A CONSISTENT SCHEDULING POLICY. IN ORDER TO PROVIDE YOU WITH THE BEST POSSIBLE EXPERIENCE, PLEASE UNDERSTAND THE FOLLOWING POLICIES/CONDITIONS.

CANCELLATION/REFUND POLICY

- Payment is due in full at the time services are booked.
- All purchases are non-refundable. Please note expiration dates on purchases for packages. Unused sessions will be forfeited.
- Advance reservations require a valid credit card on file.
- Failed payment attempts for appointments and/or classes on autopay will be charged a \$10 inconvenience fee
- 24-hour advance notice is required to change or cancel an appointment without a charge. No shows will be charged in full. Appointments may be canceled by phone, email or in person.
- For the safety of the client, no one will be admitted into a group class if they are more than 10 minutes late. Said tardiness will result in a late cancellation and the client will be charged in full. .

MEMBERSHIP TERMS/CONDITIONS

- Clients must agree to pay the full membership price for 3 consecutive months. After the first 3 months, clients may pro-rate, pause or cancel at any time with a minimum 30 days notice.
- Memberships may be placed on pause/hold or prorated for no more than 3 months total for each contract agreement.
- Members are subject to a \$50/mo holding fee for all paused memberships regardless of membership type.
- As long as a class/appointment is canceled within our 24 hour cancellation policy, clients will have 30 days from the date of their originally scheduled class/appointment to redeem said appointment/class.
- It is the clients responsibility to reschedule any early canceled appointments/classes.
- Clients must have a valid card on file. Failed payment attempts will result in a \$10 inconvenience fee.
- PLATINUM/unlimited memberships will be charged a \$10 inconvenience fee for any late cancellations.

Questions? Email info@yourbodypilates.com or call us at 775.409.3236!