

STUDIO COPY – Please do not remove!

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Equipment & Mat Class Studio Policies for Cancellations, Make-Ups & Pricing

Revised: 4/10/2017

Important Notice: We regret that we cannot make any exceptions to our 24 Hour Cancellation Policy.

Pilates by the Bay has always required the industry wide standard 24 hour notification to cancel a class or session. All clients agree to this policy when joining the studio by completing our "Client Intake Form". As a reminder, our policy is posted in the studio, published in our marketing materials, welcome emails, and in every appointment or class schedule or emailed to clients.

Exceptions for inclement weather, uncontrollable studio closures due to acts of nature or situations beyond our control, medical necessities and other unexpected circumstances will be reviewed and issued on a case by case basis. However, in 2016 it was mandated that these terms will be strictly enforced without exception. The need for this change is based on two things: fairness to our teachers who still must be compensated for their work for sessions cancelled less than 24 hours in advance, and the reality that business expenses still must be paid regardless of circumstances.

If you need to cancel a class or session please do so 24 Hours in advance or you will be charged the full rate for your session. This is an industry wide practice and there can be no exceptions. PLEASE DO NOT ASK.

For clients experiencing medical issues, we will offer to freeze your current package with a \$15 service fee to extend the expiration date to when you resume your practice.

We appreciate your understanding as we work to deliver the best experience to all our valued clients and fairness to our teachers. Thank you for your support.

Equipment Class Policies

Equipment Classes are any group class on the Reformer, Tower, or Chair and are available for purchase as single classes (\$30 ea.) or as a non-contract, month-to-month subscription for a four **or five week** month (\$27/class). Month-to-month subscriptions are offered at a special discount rate for students **that can commit to attending the same class on the same day and time for an entire month.**

PRICING

Four Week Month Pricing: \$108 for one class/week | \$216 for two class/week | \$324 for three class/week

Five Week Month Pricing: \$135 for one class/week | \$260 for two class/week | \$380 for three class/week

BILLING

Class subscriptions are automatically billed at the beginning of the month. Class subscriptions will be charged to your credit card on file unless previous arrangements have been made to pay by other means. Cash or checks are also accepted and are **due at the first class of the month**. There will be a \$35 service fee for returned checks.

CHANGES IN CLASS SUBSCRIPTIONS

Studio must be notified **a minimum of 7 days prior to next billing period** if you are cancelling classes, changing days, or not continuing with your subscription. **Changes made after the monthly billing has been processed cannot be refunded.**

EARLY CANCELLATIONS

An *Early Cancellation* is when a class subscriber knows **more than 24 hours in advance** that they cannot attend one of their regularly scheduled classes and need to reschedule a make-up.

- The student must provide a minimum of 24-Hour advance notice or the class will be a charged **LATE CANCELLATION**. There are no exceptions to this policy.
- Cancellations can be made via phone, online, or email (*Please, no texts or contacting instructors directly*)

The studio allows **one Early Cancellation per month, per subscription** (*e.g. If you attend class once per week you will be allowed one early cancellation, if you attend class twice per will be allowed two early cancellations, etc.*) The above is **contingent upon student having the flexibility to attend make-up classes at times other than your regularly scheduled subscription class** within the next ninety days (**If unable to do so, please see "Make-Ups" section below.*)

MAKE-UPS

Assuming you have a valid Early Cancellation (*meaning 24 hour prior notice was given*), monthly discounted classes can be rescheduled anytime within the next ninety days. If rescheduled during the following month, **make-up classes must be taken in addition (i.e. on another day & time) to your regularly paid class schedule and cannot be used in lieu of paying for the next month of classes.**

If you know in advance that you will not be able to make up your cancelled classes within three months, or will be missing two or more of your regularly scheduled classes, **you must notify the studio 7 days prior to the next billing period and will be billed at the regular single class rate that month until the beginning of next month that you resume your regular class attendance schedule.** (*e.g. If you're going away on vacation for 10 days and will miss two of your scheduled classes that month, you will be billed at the single class rate of \$30/class only for the classes you actually attended*).

NOTE: You will NOT lose your space in your regular subscription class unless you notify the studio that you are dropping out of the class permanently.

MAKE-UP CLASSES

Equipment classes can be made up with one equipment class at a different day/time. You may also substitute your equipment class for **ONE** mat & props, Bodhi, or Barre class to make up the hour but will not be reimbursed for the difference in cost. **You cannot combine multiple make-ups into a Private Session.**

RECORDING CANCELLATIONS

Class Subscription Students are required to keep track of their own cancellations and make-ups and must record them on their personal log which will be provided at the studio. If you fail to record your cancellations you will lose your make-ups. Please ask a teacher for assistance setting up your log.

STUDIO CLOSINGS

If the studio is closed for a regular holiday **you will not be charged for any scheduled class that falls on the closed holiday**. Billing will be pro-rated for that month, and you will NOT need to make-up the class missed on the holiday.

For unplanned studio closings due to inclement weather or any other cause outside of our control, you will be notified by phone and email that classes have been cancelled. **All of the guidelines above will apply, however, your missed**

class will *not* have an expiration, will not count towards any early cancellations for the month, and can be made up at any time other than your regular class time/day.

NOTE: Be advised that the studio schedule may not match school closings. Always check your phone prior to leaving for the studio in inclement weather. **If the studio is open and you chose not to go to class, it will be considered a Late Cancellation** (see below).

CLASS CANCELLATIONS

If a teacher has a personal emergency or sudden illness, every effort will be made to find a substitute and we reserve the right to do so without notice. In the event that the studio is not able to provide a substitute we may be forced to cancel the class on short notice. **Please note that a substitute teacher may not be at the same level of your regular teacher. If you choose not to attend class because there is a substitute, you may do so as a "Late Cancel" and be required to follow the same make-up rules.**

For unplanned studio closings due to a teacher emergency or illness and the class is cancelled, you will be notified by phone and email that classes have been cancelled. All of the guidelines above will apply, however, your missed class will *not* have an expiration, will not count towards any early cancellations for the month and can be made up at any time other than your regular class timeslot.

LATE CANCELLATIONS

Late cancellations are defined as any cancellations made less than 24 hours prior to the scheduled time, or when a student does not show up for class.

- A FULL 24-Hour notice must be given or your class will be charged **LATE CANCELLATION**. No exceptions. **PLEASE DON'T ASK.**
- Cancellations can be made by contacting the studio via phone, online, or email. *Please do not text or contact instructors directly to cancel your class.*
- To be fair to all instructors and clients, no exceptions can be made **PLEASE DON'T ASK.**

The studio will forgive **ONE late cancel per month**, per student for monthly class subscriptions only. **(This excludes single purchased (a-la-carte) equipment classes, mat classes, private sessions, and duets).**

- The make-up must be taken within the **same month** as the late cancellation or you will forfeit the class
- If the late cancel occurs at the end of the month and you do not have time to make-up the class you will forfeit the class
- If making up a Late Cancel pushes an Early Canceled class make-up past the three month deadline, you will forfeit the class.

RECORDING CANCELLATIONS

Class Subscription Students are asked to keep track of their own cancellations and make-ups and will be required to record them on their personal log which will be provided at the studio. **If you do not record your cancellations/make-ups they will be forfeit.**

Mat Class Policies

Mat Classes are any group class performed on the mat which includes Mat & Props, Bodhi Suspension, and Barre and available for purchase as single classes (\$18 ea.) or you may purchase a 10-pack for a discounted rate of \$150.

BILLING

Single or Drop-In classes may be purchased individually (\$18) in advance, or on the night of class. If you purchase a 10 pack (\$160) it will be applied to your account.

Note: We must have a valid credit card on file to make a non-paid reservation even if you are paying by cash or check. You agree that your card will only be billed in the event of a late cancellation.

MAT CLASS MINIMUMS

Mat classes **must have a minimum of 3 students enrolled prior to 15 hours before the scheduled class or the class will be cancelled.** If you are enrolled in a mat class which is cancelled due to insufficient registration, you will be notified by email and text.

Note: It is your responsibility to check your email and text messages prior to leaving for the studio to ensure that a mat class has not been cancelled. You will not be charged for the class in the event of a studio cancellation. If the class was pre-paid it will be credited to your account for future use. **Refunds are not available.**

EARLY CANCELLATIONS

An Early Cancellation is when a student who is enrolled in a mat class cancels **at least 24 hours in advance.** You will not be charged for Early Cancellations. If the class was pre-paid it will be credited to your account for future use. **No refunds shall be given.**

STUDIO CLOSINGS

In the event of unplanned studio closings due to inclement weather or other reasons outside our control, you will be notified by phone and email that classes have been cancelled and you will not be charged. If the class was pre-paid it will be credited to your account for future use. **Refunds are not available.**

NOTE Be advised that studio may not follow school closings. Always check your phone prior to leaving for the studio in inclement weather. **If the studio is open and you chose not to go to class, it will be a late cancellation** (see below).

CLASS CANCELLATIONS

If a teacher has a personal emergency or sudden illness, every effort will be made to find a substitute and we reserve the right to do so without notice. In the event that the studio is not able to provide a substitute we may be forced to cancel the class on short notice. **Please note that a substitute teacher may not be at the same level of your regular teacher. If you choose not to attend class because there is a substitute, it will be a charged "Late Cancel".**

For unplanned studio closings due to teacher emergency or illness, you will be notified by phone and email that classes have been cancelled and you will not be charged. If the class was pre-paid it will be credited to your account for future use. **Refunds are not available.**

MAT CLASS LATE CANCELLATIONS

Late cancellations are any cancellations without 24 hour prior notice, or when a student does not show up for class.

- A FULL 24-Hour notice must be given or your class will be a charged **LATE CANCELLATION.** No exceptions. **PLEASE DON'T ASK.**
- Cancellations can be made by contacting the studio via phone, online, or email (*please no texting or contacting instructors directly*)
- Late cancelled mat classes cannot be made-up. If you did not pre-pay, your card on file will be charged \$18.
- To be fair to all instructors and clients no exceptions can be made **PLEASE DON'T ASK.**

REFUNDS

Refunds are not available