



Joy Moves  
• Pilates Studio •

Initials

## Policies for Private and Duet Pilates Sessions

- Pilates sessions are pre-payments and are not refundable. \_\_\_\_\_
- All Pilates session purchases have expiration dates and any unused sessions at the end of the expiration period are forfeited. \_\_\_\_\_
- Pilates sessions may be rescheduled only if:
  - The trainer is available before the sessions expire, and... \_\_\_\_\_
  - *If the reschedule request has been discussed and agreed to over the phone (or face-to-face) with JoyMoves' personnel by 11AM the day prior to a scheduled session. Absent both of these conditions being met, you will be charged for Private Pilates sessions missed.* \_\_\_\_\_
- Pilates sessions are a max of 55 minutes long. If you are late, the session will still end on time. \_\_\_\_\_
- Clients may not transfer or share Pilates sessions with others. \_\_\_\_\_

## Policies for Canceling a Class You've Reserved a Spot in

- *You may cancel a pre-registration so long as it's more than 12-hours from the class start time. You may cancel using the WebScheduler™ or by calling us during business hours. Please do not leave after hours messages regarding cancellation.* \_\_\_\_\_
- From 12 hours to 1 hour before the class is scheduled to start, you may purchase a \$10 Late Class Cancel option online from the Retail Screen of the WebScheduler. You must then call us so that we can manually remove you from the class and reinstate a class pass to your account for your future use. If we are not called, you will forfeit your class pass, although we will, in that event, refund your \$10 Late Class Cancel fee. \_\_\_\_\_
- If you call within 1 hour of a class start time and request to cancel, or do not show up for a class that you've pre-registered for, you will forfeit a single class pass. \_\_\_\_\_
- Please arrive 5 to 10 minutes before a scheduled class start time. If you do not arrive within 5 minutes of the class start time, the spot you've reserved (and the class pass used for it) will be forfeited. Walk-in students are allowed into the class to fill available spots 5 minutes after the scheduled class start time. No one is allowed in 5 minutes after a class starts. \_\_\_\_\_
- If you are on an "unlimited classes" Introductory Offer and do not cancel your reservation for a class greater than 12-hours prior to the class start time, you will be charged a \$10 cancellation fee. \_\_\_\_\_

Name (Print)

Date

Sign

Date