

# Zenergy Pilates Studio Policies

We want to make sure you are fully aware of our policies so that there are no misunderstandings!

## STUDIO ETIQUETTE

- Please keep your voice down in the lobby area and be respectful of other classes or sessions that are in progress.
- No gum allowed while working out!
- Be sensitive to perfumes or lotions that may become more intense as your body heat rises during a workout.
- If you arrive late for a class, minimize the disruption by warming up or stretching on your own, then join in on the current exercise with the rest of the class. If you are going to be more than 5 minute late, please reschedule to a different class.
- Remove your shoes in the lobby area and place all belongings in a cubby.
- Water bottles or cups must be sealed to avoid spills.
- You're welcome to work out barefoot or in socks with grippers.

\_\_\_\_\_ I DO/DO NOT (circle one) give permission for my photo to be used for social media or marketing purposes.

## CANCELLATION POLICIES

\_\_\_\_\_ Cancelling with less than **12 hours notice for Classes** and **24 hours notice for Privates** is considered a late cancel.

\_\_\_\_\_ The studio cannot make exceptions to the late cancel policy for sicknesses, sicknesses of family members, traffic, work, car trouble, and other similar unexpected life events.

\_\_\_\_\_ I should make a reservation to attend a class. **Classes may be cancelled if there are fewer than 2 registrants for the class.** If the studio must cancel a class or appointment, I will be notified via text message.

## GROUP CLASSES

\_\_\_\_\_ If I LATE CANCEL a class reservation, the class will be deducted from my monthly allotment

\_\_\_\_\_ If I am using an unlimited pass, late cancels automatically incur a \$10 fee

## PRIVATE & SEMI-PRIVATE (APPOINTMENTS)

\_\_\_\_\_ I must cancel my reservation by contacting my trainer.

\_\_\_\_\_ For the first 2 late cancels, my appointment will not be deducted from my pass. However, my credit card will be charged a \$30 rescheduling fee for Privates and \$23 for Semi-Privates.

\_\_\_\_\_ For the 3rd and subsequent late cancels, my pass WILL be deducted for the appointment, making me forfeit the entire cost of the appointment.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_