**Studio policies**

This is a home-based studio. Please respect the private home space by staying within the studio area. Please remove your shoes when you enter. You will be working out in non-slip socks. If you do not have any of your own, there are some available for purchase at the studio or they are easily found on Amazon.

**Parking:**

As this is a residential neighborhood, please be respectful of the neighbors when parking. If you are here for a Private or Duo Session, please park in the driveway on the right side. The driveway can easily accommodate two vehicles. Please do not park on the left side as it belongs to the basement tenant. If you are here for a Trio Session one vehicle (only) will need to park on the street in front of the house.

**Cancellations:**

If you have reserved a spot in a session but are unable to attend, please provide at least 24-hours’ notice (more if possible). This allows me to offer that space to someone on the waitlist. It also allows you to not forfeit your session charge. Classes are non-refundable but they can be rescheduled as long as the required 24 hours’ notice has been given. Please do not give verbal notice; text or email only.

Canceling a reservation in a Duo Session: When you book a Duo Session you are making a commitment, not just to yourself and me, but also your Duo partner. If one of the parties must cancel, the other party has 3 options. 1) Cancel yourself (without penalty). 2) Convert the session to a Private at a reduced rate of $50. 3) Find another person to take the second spot in the session. The original party that is canceling will be held to the usual 24-hour cancellation policy (see above).

Canceling a reservation in a Trio Session: As is true in a Duo, you have made a commitment to your Trio partners. If only one of the parties must cancel, the session will continue as scheduled. If two partners cancel the remaining partner has the same three options as above.

**Children:**

I am a mother myself, and I understand the challenges of trying to take care of your health and fitness with young ones. I am happy to welcome your well-behaved children to the studio, provided they do not disturb your fellow classmates. There is a couch available near the studio space where they are welcome to sit and quietly read or colour (no markers please) or use a tablet with headphones. If they do cause a disturbance during the class perhaps Private sessions would be a better fit. If you plan to bring your child to your session, please let me know ahead of time so I can ensure the space is ready for them.

**Payments**:

Payment must be made at the time of booking. Your reservation is not completed until payment has been made. Payment can be made by e-transfer (preferred) or by credit or debit card or Apple and Google Pay using the Stripe feature on the website. If paying by e-transfer and a security question is required, please make the answer ‘pilates’.

‘Punch Pass’ payments qualify for discounts when multiple classes/sessions are purchased at the same time. 5 session ‘Punch Pass’ 5% discount, and 10 session ‘Punch Pass’ 10% discount.

If you do not want to forfeit one of your classes you must provide a minimum of 24 hours’ notice. Otherwise your pass will be charged for one session/class.

**New Clients:**

If you are a new client joining the studio, one Private session will be required prior to joining a Trio or Duo. This allows you to sample my teaching style to ensure it is a good fit for you. It also enables me to assess which Duo or Trio you would best fit into. The exception to this is if all members of the Duo or Trio are beginning at the same time.

**Equipment use**:

Pilates equipment is very costly. Therefore, please take extra care to not damage the equipment when using it. Do not wear clothing that has zippers, buttons, or anything else that could scratch or make holes in the vinyl. If your clothing choices do cause damage to the equipment, you could be charged for repairs.

At the conclusion of every class please wipe down your equipment and any props that you used. A cleaning solution and cloths will be available for you to use.

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By signing this document, you indicate that you have read and understood these policies. You understand that due to the nature of the Covid-19 virus there is always a risk when choosing to participate in activities and you are accepting this risk.

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Signature Date