

Masterwork Pilates Studio

Live in the Movement!

Studio Policies

IMPORTANT INFORMATION

When clients reserve a schedule with Masterwork Pilates Studio, it is for the entire month. As a result, all monthly schedules must be purchased in their entirety, regardless of the number of sessions actually attended.

- Clients may, depending on availability, alter their schedule monthly.
- The availability of formerly reserved schedules after unpaid absences will not be guaranteed.
- To ensure a continuous monthly schedule, payments must be made:
 - Regardless of the number of sessions attended
 - Without lapse.

PAYMENT

Payment is due in full on the first session of each month:

- All packages are based on a 4-5 week month.
- A \$5.00 late fee will be charged to payments made after the first week of the month.

Cash, check, debit & credit payments are accepted:

- Debit & credit payments are processed by Square.
- Only in-state checks from established clients.
- No money orders or 3rd party payments.
- A \$35.00 fee will be applied to payment methods that are canceled or returned due to insufficient funds.

Discounted rates are reserved for their respective packages only.

Package pricing will be pro-rated for the following conditions only:

- Holidays
- Studio closures
- New clients beginning sessions mid-month.

In the event of withdrawal due to prolonged illness or injury, then the balance of the package may be applied towards a future purchase.

• This extension expires 9 months from the last date of attendance.

Washington state sales tax of 8.6% is applied to all purchases.

All purchases are non-refundable and non-transferable.

All sales are final.

PACKAGES & RATES

Private training is offered in packages of 1 or 2 sessions per week and are sold on a monthly basis only.

Packages are only good for the month they are purchased and unused sessions expire at the end of the month.

Assessment Session:	75 minutes	\$75.00	1 time session for new clients
On the date of the assessment session only, the \$75.00 fee may be used to pay for the assessment session alone			OR be applied towards the purchase of a package.
Private Training:	60 minutes	\$ per session	# of sessions per month
• Drop-Ins		\$60.00	based on availability
• Tier 1 Package	1 x week	\$55.00	3-5 total sessions
• Tier 2 Package	2 x week	\$52.50	6-9 total sessions

SCHEDULING

Before Scheduling: Please save your time & money and get your physician's authorization and list of contra-indications before scheduling!

- If you have any of the conditions listed on the "Release and Waiver of Liability" form that requires a signed release from your physician, you may not schedule an assessment session until the required documents can be provided.
- If, at any time, it is deemed that you have or develop any condition that requires a physician's authorization while training with Masterwork Pilates Studio; then, at the instructor's discretion, training may be suspended until the necessary authorizations to resume are obtained.

Assessment Sessions

Due to the time involved, please have your "Client Intake Form" completed and a copy of your physician's authorization with any contra-indications ready to bring with you at your assessment session. (Remember to make copies for yourself.)

Your assessment session will, as time allows, include the following:

- Review of your health history
- Discussion of your fitness goals
- Postural analysis
- Movement pattern testing
- Introduction to the Stott Pilates® basic principles
- Follow-up questions & discussion: is this right for you?

Private Training

Private training sessions continue where the assessment session ended and are designed to progress based on the individual's needs and goals.

CANCELATIONS

Instructor Cancellations

Masterwork Pilates Studio will, whenever possible, provide a minimum of 24 hours notice of cancellation.

When instructor cancellations are necessary, Masterwork Pilates Studio will make **only one (1)** attempt to contact you.

- Please ensure your contact information is kept current with Masterwork Pilates Studio so that you can be reliably reached.

Client Cancellations

Clients are asked to provide a minimum of 24 hours notice of cancellation to Masterwork Pilates Studio.

MAKE-UPS

Instructor

If rescheduling an instructor absence within the same month in which the absence occurred is not possible, only then will the make-up be credited to the following month.

Clients

Client absences may only be re-scheduled within the same month in which the absence occurred.

The availability of make-up sessions is limited and cannot be guaranteed.

Make-ups will be scheduled on a "first come, first serve" basis in the following order of priority:

- 1st Priority: Instructor absences
- 2nd Priority: Pre-scheduled client absences
- 3rd Priority: Un-scheduled client absences with 24+ hours notice of cancellation
- 4th Priority: Un-scheduled client absences with less than 24 hours notice of cancellation.
- "No-shows", absences without any notification, are not eligible for make-ups.

MISCELLANEOUS

Frequency

- Due to the variety in the work, Pilates may be done everyday.
- As with any exercise program, students are encouraged to take classes or sessions several times per week in order to achieve the most effective results.

Illness:

- When you are sick or not feeling well, please don't share. Stay home and take care of yourself.

Clothing:

- Your instructor needs to be able to see the alignment of your bones in order to provide appropriate assessment and cueing.
- Clients may wear comfortable exercise clothes while avoiding items that are bulky or baggy.
- Ensure that your clothing provides adequate coverage at all times.

Shoes:

- Pilates is typically practiced barefoot. However, specially designed socks for Pilates are encouraged.
- For those who require them, clean orthotics that are not used for street wear, are allowed.

Cell Phones:

- Please turn off or silence all electronic devices before entering the studio.

Children:

- Masterwork Pilates Studio has no accommodations for children during training sessions.
- Children who are clients of Masterwork Pilates Studio must be attended by their parent or guardian during all training. No exceptions.

Toiletry Products:

- Due to possible allergies of other clients, please do not wear perfumes or other strongly fragranced health & beauty products to the studio.
- Please go easy with cosmetics, body lotions & oils on exposed portions of skin that will come into contact with mats and equipment. It is difficult to clean these products from the equipment without the use of harsh chemical cleaners.

Other:

- Masterwork Pilates Studio, LLC policies may be changed, modified or updated at any time. In the event of questions, the most current policies will be enforced.