



## Studio Policies

### PAYMENT POLICIES

- **General**
  - Cash, check, debit & credit payments are accepted.
  - Washington state sales tax of 8.6% will be added to all purchases.
  - All packages are based on a 4 week month.
  - Unless specified, there is no limit to the number of packages students may purchase.
  - Payment of all packages is due in full on the first session or class of the month.
  - If a student is forced to withdraw due to prolonged illness or injury, then the balance of their package may be applied towards a future purchase. This extension will expire 6 months from the last date of attendance.
  - A \$35.00 fee will be applied to checks that are returned due to insufficient funds.
  - All packages are non-refundable and non-transferable.
  - All sales are final.
- **New Student Assessment**
  - All new students must complete a one-time New Student Assessment & obtain instructor approval prior to entering any group format.
  - The \$60.00 new student assessment fee may be used to pay for the assessment session alone **OR** be applied towards the purchase of an introduction special, only when purchased on or before the date of the assessment session.
  - Introduction specials are for new students only & may be purchased only once.
- **Private Training**
  - Private training is available in monthly packages of either 1 or 2 sessions of training per week.
  - The discounted private training rates are reserved for their respective packages only.
  - Students wishing to purchase quantities outside of a package may do so at the regular single session rate.
- **Group Classes**
  - Group classes are available in monthly packages of either 1, 2 or 3 classes of instruction per week.
  - Group classes may be purchased as monthly packages only. Single classes or "drop-ins" are not permitted, unless specifically indicated.
- **Pro-Rating**
  - Private training & group class package pricing will be pro-rated for the following conditions **ONLY**:
    - Holidays.
    - Instructor Absences.
    - New students starting sessions or classes after the beginning of the month.

### CANCELATIONS

- **Instructor Cancellations**
  - The Masterwork Pilates Studio will, whenever possible, provide a minimum of 24 hours notice of cancellation to all affected students.
  - When instructor cancellations are necessary, Masterwork Pilates Studio will make **only one (1)** attempt to contact you.
  - Please keep your contact information current with the Masterwork Pilates Studio to ensure you can be reliably reached.
- **Student Cancellations**
  - All students are asked to provide a minimum of 24 hours notice of cancellation to the Masterwork Pilates Studio.
  - Private training students who do not provide notice of cancellation will be charged for the session as a "no-show". These absences may not be rescheduled.
  - Group class student absences cannot be refunded or rolled-over. See below for make-up options.
- **Class Cancellations**
  - Group classes that fail to obtain a minimum of 4 students for the month will, upon instructor discretion, be canceled for that month or removed from the schedule indefinitely.

### MAKE-UPS

- **Instructor**
  - Any extra 5th day in a month is reserved for instructor make-ups, as needed.
  - If rescheduling an instructor absence within the same month in which the absence occurred is not possible, only then will the make-up be "rolled over" into the following month.
- **Private Training**
  - Student absences may only be re-scheduled within the same month in which the absence occurred.
  - Make-up sessions for private training are limited and cannot be guaranteed & will be scheduled on a "first come, first serve" basis in the following order of priority:
    - 1st Priority: Instructor absences.
    - 2nd Priority: Pre-scheduled student absences.
    - 3rd Priority: Un-scheduled student absences with 24+ hours notice of cancellation.
- **Group Classes**
  - When available, a missed class may be made up in another group class (*same format only*) of equal or lower level within the same month in which the absence occurred.

### SCHEDULING

- **New Student Assessment**
  - Required of all students who are new to Masterwork Pilates Studio, LLC.
  - All new student assessment sessions are by appointment only.
- **Private Training**
  - All private training is by appointment and available on a "first come, first serve" basis only.
  - Students wishing to reserve private training time slots on a continuing basis may do so only by purchasing packages in advance & without lapse.
  - Private training time slots cannot be guaranteed after unpaid absences.
  - Any extra 5th day in the month will be reserved for **Instructor make-ups only**.
- **Group Classes**
  - All group class sign-ups are on a "first come, first serve" basis only.
  - All group classes require a minimum of 4 students to remain on the schedule and are limited to a maximum of 8 students.
  - Students wishing to retain their place in a group class on a continuing basis may do so only by purchasing packages in advance and without lapse.
  - Placement in group classes cannot be guaranteed after unpaid absences.
  - Any extra 5th day in the month will be reserved for **Instructor make-ups only**.

### MISCELLANEOUS

- **Frequency**
  - The STOTT PILATES® method of exercise may be done everyday. As with any exercise program, consistency is key & students are encouraged to take classes or sessions 3-4 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:**
  - Please wear comfortable, form-fitting clothes that provide adequate coverage to classes and sessions.
- **Shoes:**
  - Shoes are not worn for Pilates, unless students require orthotics. Aerobic/dance shoes are recommended for Barre classes.
- **Cell Phones:**
  - Please turn off or silence all electronic devices before entering the studios.
- **Children:**
  - Children under the age of 18 must be attended by an adult at all times and may not disrupt classes or sessions.
- **Fragrances:**
  - Please do not wear perfumes or other strongly fragranced health & beauty products to the studio.