



## HILLS PILATES AND WELLNESS STUDIO POLICY

### **Studio Policy:**

All students and staff are required to take off their outdoor shoes and leave them in the assigned cubby holes. For safety reasons no items are to be left on the floor or on other surfaces.

All clients are required to wear sticky socks while on the Pilates equipment. Sticky socks are available for purchase.

All clients are asked to bring their own water bottle.

All client cell phones need to be on silent while Pilates session or class is in progress.

Please avoid wearing strong scents as some of our clients may have chemical sensitivities.

Please arrive as close to your appointment time as possible and be respectful when entering the studio as there may be a session in progress. Group classes are asked to wait outside in the pool deck chairs, weather permitting, or in the lobby.

### **New Client Protocol:**

Based on previous Pilates experience and/or injuries, new clients may be asked to begin their Pilates training with a private intake session where we assess movement and posture and discuss any injuries and exercise history to better assist and progress your Pilates goals.

All clients with previous Pilates experience, but with no reformer or Pilates apparatus/equipment experience need to have an introduction to the equipment in order to join a group class. This may involve a full Pilates session.

**Payment: Payment for all training is due when session commences.**

### **Private, Duet, and Class Cancellation policy:**

Cancellation 24 hours ahead – complete refund of session or class

Cancellation within less than 24 hours – full charge for session or class

### **Late Appointment:**

A private or duet session is officially canceled after 15 minutes of no show and the client is charged for the session.

### **Enrollment and Cancellation of Small Group Pilates classes/Permanent Enrollment:**

Clients are required to register for all classes, the sign up window for a class opens 2 weeks prior to class. You can sign in online <https://cachstc.clubautomation.com/>, or on the Hills app. Clients are responsible for signing in, purchasing packages, and/or canceling their space in a class, though the studio may assist with this, when needed. Any cancellations prior to 24 hours are early cancellation and are fully refunded.

**Any cancellation 24 hours or less before class is considered a Late Cancellation with a full class fee charge.**

The online sign up window closes 2 hours prior to class. You may still be able to join a class inside the 2 hour window with 2 or more students registered. A class with only one student registered at that time will not be in session. In the event of 1 student registered, the class is officially canceled. If one client is signed up for class, they may be offered the option of a private lesson at full cost.



**We offer a Permanent Enrollment Package for our students:**

You can be permanently enrolled in a class with high demand. A permanent enrollment guarantees a space in the class whenever that class is in session. All permanent enrollments have to be prepaid, no enrollment is valid without payment. The studio manages permanent enrollment, however, it is the student's responsibility to ensure that they are enrolled. Single permanent class enrollments can not be canceled, however, the class can be transferred to another student. The student(s) are responsible for handling payment for any transfers of a permanent enrollment class.

**Waitlist:** A student can register for the waitlist for a full class. The student will be automatically enrolled and charged if a space opens up. It is the student's responsibility to stay informed of their enrollment.

**Liability Waiver:**

I agree that the Hills Pilates Studio is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes may be physically strenuous and I voluntarily participate in them with full knowledge that there is risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns, or legal representatives will sue or make any other claims of any kind whatsoever against or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.

**Photo Release:**

At times the Pilates instructor may wish to take photos in the studio during class and/or training session. The photos may be shared on the Hills social media and may be used for promotional purposes. Please choose one of the following:

I agree to have my photo taken:

I prefer not to have my photo taken:

**Client Signature**

I have read and agree to abide by the policies provided:

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

Date: \_\_\_\_\_

Signature: \_\_\_\_\_