



## **HILLS PILATES STUDIO POLICY**

### **New Clients:**

Based on previous Pilates experience and/or injuries, new clients may be asked begin their training at the Hills Pilates Studio 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.

### **Payment:**

Payment for all training is due before session commences.

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

Please note that in order to offer the highest quality of training at a competitive price and to ensure schedule availability, we firmly uphold the following cancellation policies:

Cancellation 24 hours ahead – complete refund of session

Cancellation within less than 24 hours – full charge for session

### **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 Reformer classes:**

Clients are required to sign in for all classes on our Club Automation scheduler. Please make sure to sign in within 24 hours or more for your class. Clients not signed for class are not guaranteed a space.

The Hills Pilates Studio reserves the right to cancel a class with one student or less registered.

If there are 0 sign-ups 2 hours before class, the class is officially canceled. If one student is signed up and the student and the instructor prefer to train one on one, the student will be charged for a private session.

### **Studio Space Rules:**

All students and staff are required to take off their outdoor shoes and leave them in the assigned cubby holes.

Cell phones need to be on silent in the studio.

Sickness: Clients with any viral infections are asked to stay home from Pilates training until completely well to avoid spreading germs and further exacerbate their illness.

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



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### Liability Waiver:

By checking the box, I agree that is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes at 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 also be used for promotional purposes.

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: \_\_\_\_\_