



Welcome to our studio!

To insure that you have an excellent experience with us, here are our policies for your perusal and for future reference. These policies are also available on our website.

Policies

Our policies are instituted to:

- ⚙ Insure all students are treated equally and fairly.
- ⚙ Answer your questions and allow you to focus on your commitment to your Pilates program.
- ⚙ Provide efficient operation of the studio.
- ⚙ To help facilitate a consistent and exceptional flow of communication between you and all of our teachers and staff.

Payment Policy:

- There are no cash refunds for services, without exception and paid services may be transferred to immediate family members only.
- All class passes expire in 120 days from first use. All packages of any kind expire in 6 months.
- No holds or extensions are given on packages with the exception of: Injury Extensions - which will be given with a letter from your doctor; Travel Credit: - if you are out of the area for 30 consecutive days or more, you may put your package on hold for up to 30 days. Only 1 allowed per client per year.
- Pilates Collective has a **24 hour cancellation policy**. If you are unable to come to a scheduled appointment (Springboard and Trio Classes included) for any reason, you must contact the studio at least 24 hours in advance or the full session fee will be charged.

Session Length:

Classes and Sessions are 55 minutes.

Memberships:

Studio memberships begin on the date you sign up and pay for your first month. Fees are due each month, 30 days from your start. Auto pay is the most efficient way to pay on time and we highly encourage you to do that, otherwise payment is due promptly every 30 days. If payment is not made within 7 days of your due date your membership will be placed on hold until the account is current.

Scheduling Self Practice:

- Sign up online (HIGHLY RECOMMENDED)
- Call and let a teacher know when you'll be in
- It is imperative that you let the studio know you are planning on coming in for self practice. If no one is signed up for self practice, the studio may be closed during that time. You must be proactive in scheduling time.