



Studio A Policies

General Policies

- Prior to any training session, a Waiver of Liability must be completely filled out and signed.
- Please be courteous and quiet while sessions are in progress.
- We kindly ask that you turn off your cell phone before entering the Studio, to avoid interruptions to you and others during their sessions. If you must keep your phone on, respectfully set on silent or vibrate and conduct your call outside the studio.
- Socks are required for Pilates Equipment sessions. Socks with a gripping sole are recommended for Pilates and Barre. You may bring your own or purchase a pair from the front desk.
- Bring your mat to all Yoga classes; it is your sacred space. Should you forget, we have a few to borrow. We also have mats for purchase at the front desk.
- Please refrain from wearing scents, heavy lotions or perfumes to class. Save them for date night!
- Please remain in the studio waiting/reception area until you are guided or called into the class/session area.
- No pets allowed, thank you.

Scheduling and Payment

- Our studio utilizes **MINDBODY** software to manage all scheduling and payments. The **MINDBODY** system is easy, fast and completely secure. To get started, simply create an account, make a purchase and schedule your classes. If you prefer to schedule from your Smartphone, Studio A offers an app for both iPhone and Droid. Simply visit the App Store and search “Studio A Pilates and Yoga, Dana Point.”

All session and class times are indicated on the schedule. Sessions and classes will begin and end promptly as scheduled. Regardless of arrival time, sessions will end at the scheduled time. If you have made a reservation for a class and are not present after ten minutes, you will be accounted as “late cancel/no show” and your spot may be given away.



Instructor and Schedule Changes

- Classes and scheduled instructors are subject to change. Please refer to the online schedule for current information. In case of last minute Private or Semi-Private instructor illness or emergency, we will make every attempt to keep your appointment time by booking you into another instructor's schedule. If you do not wish to exercise this option, please advise your instructor in advance so that we may contact you to cancel.

Purchase Policies

- Advanced payment is required to sign up for classes.
- Group class packages and Private and Semi-Private session packages expire 12 months after activation. Special promotions, workshops and packages may have unique expiration dates. All purchases are non-refundable and non-transferable.
- Studio A accepts cash, check, Visa, MasterCard, and American Express.

Cancellation Policy

- 12 Hours Group Classes

- 24 Hours Semi-Private and Private Sessions

- All clients must agree to our 12-hour notice policy for cancellations or rescheduling group classes or sessions. Cancellations with less than 12 hours notice/no shows result in the deduction of 1 session for session package holders OR a \$ 10 charge to the client's credit card for unlimited members. You may cancel online or by calling the studio.
- If you wish to cancel your Semi-Private or duet session, you must not only cancel online or with your instructor directly, but you must also give your partner 24 hours notice so that they may opt to either cancel without charge or keep the scheduled appointment time and pay for a private session. Private clients may cancel online or notify their instructor directly.
- Clients may cancel late **2x/year** without penalty in the event of a sudden illness or emergency situation.
- We do not make exceptions to these cancellation policies.*



I HAVE READ THE ABOVE POLICIES AND FULLY UNDERSTAND THEIR CONTENTS. I VOLUNTARILY AGREE TO THE TERMS AND CONDITIONS STATED ABOVE.

Please Print Name: _____

Signature: _____

Date: _____