

Kindly take note of the following Studio Policies:

### **Cancellation Policy for Classes:**

Class bookings must be cancelled 24 hours in advance to avoid a late charge. In the event that you cannot give 24 hour notice, you will be charged for the session in full, via automatic deduction from your class package or via charge to your credit card on file. In the event of a medical emergency where 24 hours notice cannot be given, please notify your trainer as early as you can and follow up with an email to our Studio Manager [jen@pilatesgrup.com](mailto:jen@pilatesgrup.com) with supporting medical documentation.

Please be courteous of our members on the waitlist by self late canceling when you cannot make it to class.

### **To cancel a class with +24 hours notice WITHOUT charge:**

1) Self Cancel online by logging into your MINDBODY Account.

Press 'Early Cancel'

Note: If you are inside of the 24 hour window, 'Early Cancel' will not be available to select.

2) OR Notify the studio by calling 727-343-3600. Note that the timing of the voice message will be considered in determining the 24 hour cutoff.

### **Cancellation Policy for Private and Duet/Trio Training Sessions:**

Private and duet/trio training sessions must be cancelled 24 hours in advance. In the event that you cannot give 24 hour notice, you will be charged for the session in full, via automatic deduction from your class package or via charge to your credit card on file. In the event of a medical emergency where 24 hours notice cannot be given, please notify your trainer as early as you can and follow up with an email to our Studio Manager [jen@pilatesgrup.com](mailto:jen@pilatesgrup.com) with supporting medical documentation.

**Waitlist Policy:** If you are cleared from the waitlist, the system will confirm your spot. Once the spot is yours, you are liable for your own cancellation/schedule and therefore, must comply with our cancellation policy. Please note that due to some late-night cancellations, you may be notified in the middle of the night before

your early morning class. If you do not think you can make it, it is your responsibility to cancel your spot to allow other waitlisted members to attend.

#### Transfer of Sessions Policy:

If you are unable to use your class, private, or duet/trio sessions for personal reasons, we offer the option of transferring the remainder of your package to a friend/fellow client. Transfer fee is \$20 per package, and you can pay on-site directly at our reception or email [vicki@pilatesgrup.com](mailto:vicki@pilatesgrup.com). Please note that you can only transfer your membership to one person, and you must transfer your full membership i.e. you may not select the number of sessions you want to transfer. The existing expiration will still apply to transferred sessions. Please allow 24 hours to process the transfer after submitting your request.