



## Studio Policies / Privacy Policy / Return Policy

Revised 8/9/2022

### Privacy Policy:

Your privacy is important. We do not sell or share your personal information.

### Return Policy:

Class and by-appointment sessions expire within 6-months of purchase and are not available for refund or client transfer.

### Studio Policies:

\* All sessions and classes are 50-55 minutes in length. We have allotted a few extra minutes to allow for cleaning and sanitization between classes and appointments.

\* Sessions start on the hour. Please arrive 5-10 minutes before your session.

\* Rates are subject to City of Stanwood Sales Tax.

\* Purchased sessions and classes are non-refundable and non-client-transferrable.

\* Instructors may be substituted without prior notification in the cases of emergency or illness.

\* Condition of Health: It is your responsibility to notify your instructor of any changes in the condition of your health. This applies to any changes of any current health conditions that you may have.

\* 24-Hour Cancellation Policy: A 24-hour notice is required for the cancellation of any **by-appointment session**. If we do not receive a 24-hour notice you will be charged in full for the missed session.

\* 2-Hour Cancellation Policy: A 2-hour notice is required for the cancellation of any **class**. This is in place to ensure clients on the waitlist are given adequate notice of new availability. If we do not receive a 2-hour notice you will be charged in full for the no-show.

\* Reformer Series Cancellation Policy / Missed Classes: If you need to miss one of your reformer series classes, one make-up class is permitted. The make-up class must be taken with-in a week

from the date of the missed class, and a 24-hour advance notice is required. This frees up the open spot to drop in clients, and is in place to ensure clients on the waitlist are given adequate notice of new availability.

\* Advanced Registration for all Classes is recommended but not required. However, should you choose to drop-in for a class with out prior notice, it is at your own risk, with the understanding that the Instructor may or may not be available to teach the class. By registering in advance you are ensuring that the instructor will be at the studio and available. Advance registrations are accepted up to an hour before class starts. Registrations made within an hour before the class starts will be accepted at the Instructor's discretion.

\* Should a class be full, priority will be given to clients who have registered in advance to the waitlist. Drop-in clients will be accepted upon a first come, first served space available basis. Registering for the class ensures that there will be a spot for you.

\* Reoccurring Appointments are accepted. If you would like to schedule a standing reoccurring appointment we would be happy to accommodate you based on availability. It is your obligation to notify your Instructor if you need to cancel a standing appointment or are leaving town for a designated period of time. Three consecutively missed or canceled (either early or late) standing appointments releases the appointment time. 24-hour cancellation policy applies.

\* Please do not wear strong perfumes or heavy oils and creams to your session.

\* Please do not wear sharp objects in your hair such as barrettes and clips.

## DUET & TRIO SESSIONS

\* Duet & Trio Sessions are based on the availability of an appropriate partner.

\* If your partner(s) Early cancel(s), we will notify you as soon as possible. In the event of an early cancellation, you may opt to convert your scheduled appointment time into a (duet or) private session, OR cancel your session without incurring a fee. (Most clients who take duet /trio sessions will purchase a private /duet session package for this purpose.) If your partner(s) Late cancels (or "no shows"), you will still be expected have your session. There will be no charge for the conversion to the private /duet session -24-hour cancellation policy applies.