



PILATES

& CUSTOM FITNESS

Policies and Billing Agreement - Kirkwood

As our goal is a successful experience for those we work with and to provide all our clients with excellent service, the following policies are in place for us to efficiently do this.

Please read our policies carefully!

1. **Cancellation Policy:** Pilates and Custom Fitness, LLC ("PCF") works on a scheduled appointment basis.
***Private or small group lessons:** Because your appointment time has been reserved especially for you, clients are required to give a minimum of 12-hours' notice when canceling an appointment for a private or small group session, which at that time can be rescheduled at no charge, based on availability of the trainer. **Sessions cancelled with less than 12-hours' notice will be charged the full session rate.**
***Classes:** You are responsible for unregistering yourself for a class using the online scheduling system available on our website. You must unregister yourself at least 12 hours prior to the start of class or you will be charged for the class.
2. **Late Show:**
***Private or small group lessons:** A 10 minute rule will apply for scheduled private and small group sessions. If you don't show within 10 minutes past your scheduled appointment, the trainer will not be obligated to train you on that particular day. If the trainer decided to leave, you will forfeit a paid training session. If the trainer stays and you show up, they will only train you for the remainder of the scheduled training time. If the trainer is late, you will receive your full session.
***Classes:** We make every effort to hold your class reservation once class has begun. However, waitlisted clients will be given priority to take class if clients holding a class reservation have not signed in 5 minutes prior to class starting.
3. **Billing:** PCF bills its clients on a pre-pay basis. Bills are issued directly to the client when services are retained and are due upon receipt of the first session.
4. **Scheduling Appointments:** PCF schedules appointments and classes through their website using www.MindBody.com. You will be set up with a username and password for using this site.
5. **Refunds and Transfers:** Your paid sessions are to be used by you or any other client, patron, or family member of your consent.
6. **Expiration Date:** PCF dollars are good for 1 year from date of purchase.

Pilates and Custom Fitness, LLC reserves the right to change these policies at any time.

I, _____ have read the aforementioned and understand and accept these policies as they relate to training procedures with Pilates and Custom Fitness, LLC.

Signature of Client

Date