

# Live 2 Thrive Pilates class Policies

## **Pilates private session classes:**

The studio has a ***strict 24 hour late cancellation policy***. This means you will be charged in full if the lesson has been canceled in under 24 hours or "no-show".

Exceptions to this policy are:

- Being rushed to hospital
- Being involved in a car accident

To avoid this from happening please make sure your class is scheduled in your calendar. If you notice yourself having a 'scratchy throat' or other symptoms ***over 24 hours before*** your Private lesson I suggest rescheduling to avoid the cancellation fee.

If the instructor has to cancel the class due to being sick or any other unforeseen circumstance you will be credited.

## **In person and online Pilates classes:**

Group classes are run on a monthly membership basis and are paid upfront before the month starts. There are no discounts or refunds for missed weeks or classes.

If the instructor is away for part of the month the membership rate will be discounted for that month.

## **General health and safety:**

All clients are required to fill out an enrolment form and waiver prior to starting. There are several health questions you will fill out. If you have any pre-existing health and/or age related conditions please make sure you have been cleared by your Doctor before starting classes.

You are aware that participating in any exercise program in person, online or by recording includes an inherent risk of injury. These risks include but are not limited to; dizziness, shortness of breath, fainting, nausea, cramps, heart failure, bruises, sprains and/or strains, and bone/joint injury.

You freely accept and fully assume such risks as listed above, and any other associated therewith.