



PURECORE  
a pilates studio

## Studio Protocols & Policies

- All clients must fill out a waiver of liability and informed consent release and a Client Intake Form before they can take a class.
- All sessions/series must be paid for before you take a class.
- **Advance notice of absence is required to avoid late fees.** A cancellation notice window of **48 hours** is required for all One-on-One sessions. Cancellations in the 48 hour window will **automatically result in a late fee of half the drop-in session price with your card on file.** Cancellations in the **24 hour** window will **automatically result in a loss of your session.** A 24 hour cancellation window applies to our Pilates Equipment Classes. Cancellations in the 24 hour window will automatically result in a loss of your session. Cancellations in the 12 hour window will automatically result in a loss of your session for Mat/Cycling Classes.
- If any duet or trio session takes place at the request of the client when one or more of the other clients have given sufficient early cancellation notice, the difference in price will be due at time of session.
- Sessions are 50-55 mins from appointment time, not arrival time. We will not go over into the next client's session. Please arrive on time.
- **All Group Classes start on time. Clients arriving more than 5 mins late may not be admitted into class for safety reasons and the courtesy of other students.**
- If new clients miss their first class, it results in a \$10 no show fee with the card informations on file.
- Insurance billing is not available, we do accept FSA credit/debit cards and can provide you a receipt.
- **Please be fragrance free.**
- Studio has the right to assign a substitute teacher.
- No open studio policy, there will be no use of the machines or props without the supervision of an instructor.
- Please notify us of any health or medical changes.
- Appropriate attire must be worn. examples - yoga pants, bike shorts, or sweats with undergarments.
- If you are going barefoot please clean them with the wipes provided by the studio. If you plan to wear socks they need to have sticky pads on the bottom for your safety.
- Instructor may move you to a class that is a more appropriate level at the their discretion.
- Group format not permitted for participants with significant injuries requiring specific rehabilitation, rather privates are required until injury has resolved or proficiency is achieved at the discretion of the trainer.
- **Please Do Not attend class if you are ill or contagious for the welfare of others.**
- In the event of Inclement weather please **call the studio 757.282.6443**, check our Facebook and Instagram pages, or sign into your mind body account for the most up to date cancellations. We try to stay open during all weather conditions but safety is our first priority. Please use your judgement and stay home if you feel the conditions are unsafe for you to travel to our studio. A late cancel due to weather will not be counted against your account. Please confirm with one of us before venturing to the studio.

I have carefully read, fully understand and agree to the above.

Date \_\_\_\_\_ Print name \_\_\_\_\_

Signature \_\_\_\_\_