



Pilates Plus of Schaumburg Policies & Procedures

- These Policies and Procedures apply to all who enter Pilates Plus of Schaumburg.
- No smoking in the studio or near the studio entrance (per Village of Schaumburg ordinance)
- Please be considerate of the instructor and other participants (quiet voices in studio; limit conversations during class instruction).
- Street shoes should be removed before entering the exercise studio--especially in inclement weather.
- Intro and promotional memberships may be used only once and will not be extended beyond their expiration date.
- Class packs can be extended for an additional 30 days for \$30.
- In extenuating circumstances (prolonged travel etc.) members may choose to suspend their membership for a monthly administrative fee of \$19 Butterfly/\$29 Bronze/\$39 Platinum (in lieu of the regular membership rate).
- The instructor reserves the right to turn away late entrants if space/class format does not permit.
- Turn all cell phones to silent mode. If you must take a phone call, please do so quietly in the public area of the studio.
- If any of the studios (bathrooms etc.) need attention, please tell a staff member.
- While waiting for class, please use the benches provided and keep front desk open for clients requiring assistance.
- Classes will run with a minimum of 2 participants. Pre-registration (online, in person, via phone) is the only way to guarantee your space in a particular class.
- Pilates Plus reserves the right to terminate or modify classes, format, policies, procedures, or the membership contract at any time. Updated policies are always available on our website www.PilatesMindBody.com.

Registration and Cancellation

- You can manage your own class registration and cancellations via our online system (via our website).
- To register or cancel online, please do so a minimum of 3 hours before the class start time.
- A staff member can also assist you with registering or canceling.
- To have a staff member register or cancel, please give a minimum of 24 hours notice before the class start time.
- Should a class become full, registered participants are given priority.
- No refunds will be given for missed classes.
- Failure to cancel with greater than 3 hours notice prior to class start time will result in that class counting as a used/attended class and will count toward weekly/monthly class limit. If the failure to cancel prevented a wait listed member from utilizing that spot, a \$17(MYD)/\$30 (EQUIP) fee will be assessed for each infraction.
- If clients do not cancel within the required amount of time, Pilates Plus of Schaumburg reserves the right to terminate or alter the terms of the membership, including transferring the member to the wait list to allow a member in good standing to enter class.

Private Training/Therapy Session Policies

- 24 hours cancellation notice is required for private sessions.
- Additional compensation (i.e. "tips") are not required.
- Please arrive on time. Additional time will not be added to a session and there will be no refund or prorated refunds.
- If a session is not cancelled with 24+ hours notice & fails to attend the session, the client will be charged the full amount for that time.
- By signing up for private sessions, you understand and agree to all terms & conditions.

Waiver of Liability:

- By entering and attending Pilates Plus of Schaumburg classes and parties, the registrant realizes the inherent risks involved in the program/activities/classes and appreciates the nature of the risks. The registrant/participant holds Pilates Plus of Schaumburg, Susan DeBouver, and all Pilates Plus of Schaumburg staff/employees/instructors/private contractors harmless for any damages caused by participation in these programs/activities/classes. All participants, especially those who are or may become pregnant and those with previous or current medical issues, are encouraged to seek a physician's approval before participating. You are participating at your own risk and Pilates Plus (et al) is not responsible for any injuries, grievances, theft, damage to person or property, inconveniences, or other disagreeable events which occur within the studio or on studio premises.