

## Shelbourne Pilates and Exercise Rehabilitation Studio Policies

### Registration

At the Shelbourne Pilates and Yoga studio, we place importance on keeping small class sizes, so please understand that once you are registered/signed up for a class it is a commitment for the entire term/session. Class changes or cancellations will not be accepted after the term has begun. Nearing the end of a session there will be dates posted for re-registration. During the first week of registration the current clients will have first selection and opportunity to register for the class of their choice. You must confirm your spot and sign up for the next session by the end of the first week. By the second week of registration the spots will open up to everyone. The earlier you register the more selection of classes you will have.

Payments must be made upon registration.

**Sorry, no refunds or credits are given once the session starts.** In the event that you incur or suffer from an ongoing illness that prevents you from participating in your registered class, please contact the Pilates front desk to discuss the matter. Each case is dealt with on an individual basis.

### Late Registration

If classes aren't full once the sessions starts we can accept **new** clients on a pro-rated basis.

### Attendance in a session:

**Pro-rating:** If you are going to be absent during a session but would like to register, please speak with the studio coordinator. We can pro-rate registration for up to **1 week of classes** during a session, if you disclose the dates of your absence to the studio coordinator **at the time of registration**.

For extended holidays/absences for 3 weeks or more in an 8 week session, if you wish to retain your spot in a class, a nominal fee of \$10.00/week missed will be charged. Upon your return, you may resume with your previous class schedule. This will be nullified if this is not notified to the studio coordinator by the week before the session starts. Please see **punch cards** for additional options.

We also allow **MAKE-UP Classes** during a session. If you are absent or miss a class due to schedule change or illness, these make-ups must be made up within the session they are cancelled. **A minimum of 24 hours' notice is required in order to cancel, and entitle you to a make-up class.**

There is a **maximum of 2 make up classes per client per session**. The makeup classes are not guaranteed and are dependent on availability. They are booked on a weekly basis, as registrants and punch cards have priority. Please check with the studio coordinator.

If you are doing a make-up class with a different instructor than your usual, please be sure to disclose any injuries/conditions/physical limitations to the instructor before the class.

**Late Policy:** If you know you are going to be late please contact our studio coordinators as there is no late admittance beyond 5 minutes once a class begins for the safety of our clients.

**Makeups will NOT be offered to clients who no show. Only clients who give 24 hours' notice will receive a makeup.**

NOTE: Make-up classes **do not carry over** into the next session.

NOTE: Make-up classes are not offered to those who do not **provide 24 hours advance notice** of missing a class.

### Holidays

No classes will be held on statutory holidays, unless specifically announced.

### **Injuries and Limitations**

It is the client's responsibility to disclose information regarding the physical limitations or medical conditions to their instructor.

At Shelbourne Pilates we pride ourselves on providing a very safe environment to exercise for everyone, regardless of physical conditions. Our class sizes are small and our instructors are experienced and fully certified. We have instructors that teach classes specific for rehabilitation and specialty classes for people with similar physical conditions. Please contact the studio coordinator for more information.

### **Attire**

Wear comfortable clothing such as t-shirts, shorts or leggings.

No outdoor shoes are permitted in the studio.

In consideration of others please refrain from wearing heavy perfumes.

Cell phones must be turned off.

Please bring a water bottle to lessen waste.

### **Private and Semi-Private**

Shelbourne Pilates requires **24 hours' notice** if you need to cancel or reschedule a private or semi-private session for any reason. Otherwise you will be charged in full for that session.

PLEASE NOTE: If you must cancel in short notice and are not able to reach the studio coordinator in person, please contact the **front desk downstairs**.

### **Punch Card**

**Reformer Punch Cards** can be used for Reformer or Combo classes.

**Mat Punch Cards** can be used for Pilates Mat classes.

Punch cards have a 1 year expiry. You can book classes in person, by phone or email. They will only be booked on a weekly basis. If 24 hours' notice is not given for a booked punch card spot, your punch card will be stamped for that class in the courtesy of others. All cards will be kept at the studio. All bookings are on a first come first serve basis.

### **Drop-ins**

Drop-ins are accepted for our group classes.

Previous Pilates experience is required.

Drop-ins are booked on a weekly basis. Please contact the studio coordinator to find a class that is the right fit for you.

### **Pilates Assessment**

At a reduced cost, new clients may book a one-time assessment or welcome package (3 sessions) of one of our private lessons/consultations.

This is an excellent choice to get the most out of your Pilates experience.

If you have a physical condition/limitation or injury it is highly recommended to have a private assessment before joining a class. This gives the instructor the opportunity to assess you, provide specific instruction and tailor your Pilates experience to meet your specific goals and needs. The instructor can then work with the studio coordinator to find a class that is best suited for you.

*Thank you for choosing Shelbourne Pilates, Yoga and Exercise Rehabilitation Studio. We truly appreciate your patronage. Our team strives to provide a safe, supportive and welcoming environment with quality instruction and noticeable results!*