

Studio Policies

Scheduling/Late Arrival/Cancellation

- Payment is required when your appointment is booked to reserve your time. We accept cash, check, or major credit card.
- All sessions are 50 minutes long from the scheduled appointment time. If you are late for your session you will be charged for the entire class and will receive the remainder of your lesson only. In the event that you are late we will do everything possible to accommodate you, but please understand that your class time will not automatically be extended.
- We understand that there may be times when you have to cancel your session. Please give us 24-hours advanced notice if you must cancel or change any appointment that you have scheduled with us. Failure to show up for a scheduled lesson or cancelling within the 24-hour window will result in that session being automatically deducted from your package.
- If the studio is closed due to inclement weather or an emergency, there will be an announcement on the Rivercity Pilates voicemail system two hours or more before the class is scheduled to begin.

Studio Attire

- We recommend that you wear exercise clothes that allow for a full range of movement. If you want to wear loose shorts or a skirt, please wear leggings or biking shorts underneath.
- Shoes are not required during your Pilates practice. Any shoes worn must be clean. Clients may go barefoot or wear socks.

Before and During Your Session

- Please arrive five minutes before your scheduled session.
- Try not to eat just before class.
- For your safety, please refrain from chewing gum or hard candy while practicing Pilates.

Sales and Refunds

- Products
 - Rivercity Pilates proudly sells Lucy® apparel, Glyder® apparel, Toesox®, WAGS® (wrist assured gloves), and other exercise apparel and accessories.
 - If you are not completely satisfied with your retail purchase, Rivercity Pilates will gladly accept the return or exchange of unworn, unwashed, or defective items, with the original tags attached, within 30 days of receipt of purchase.
- Services
 - Unused balances of class packages can be refunded or transferred before the expiration date. The unused portion will convert to a single class rate and the balance will be refunded.
- All prices are subject to change without notice. Gift certificates are available.

Medical History

- All clients are required to fill out a Health Intake Form before attending their first class or session. We take your privacy very seriously. The information provided on the questionnaire will be treated confidentially. If you experience changes in your health—pregnancy, even minor falls—please let us know so that we can provide you with the best possible service.

I certify that I have read the above studio policies, and understand that if I must cancel a scheduled appointment, I must notify Rivercity Pilates at least **24 hours** in advance or I will be held responsible for the session fee.

Client signature: _____ Date: _____