

## **Premier Pilates & Wellness**

205 4<sup>th</sup> Street Castle Rock, CO 80104

Phone: 303-688-6117

### **Policies & Procedures**

These policies are designed to ensure that you have a successful experience at Premier Pilates & Wellness. Please read these policies carefully and direct any questions to Lisa or Lori.

**Waiver of Liability and Informed Consent Release:** A Waiver of Liability and Informed Consent Release must be executed by you and returned to Premier Pilates & Wellness prior to your first session.

**Payment:** All payments must be made by cash, check or credit card prior to each session. Please refer to Premier Pilates & Wellness' current fee schedule for individual and group session rates.

**Missed and canceled appointments:** You must contact Premier Pilates & Wellness at least **24 hours in advance** of your scheduled appointment to cancel such appointment without charge. If you fail to cancel at least 24 hours in advance, you will be charged for the full session.

**Late Appointments:** It is important to arrive on time for each appointment, since our instructors often schedule consecutive appointments with other clients. If you arrive late, you will be charged for the full session, even though you may not receive a full session.

**Refunds:** All Program packages are non-refundable/non-exchangeable and expire **90 days** from the first date of service.

**Snow Cancellation Policy:**

In the event it snows, if you are uncomfortable driving to and from the studio, please call us as soon as possible and you will not be charged for the class or appointment.

If you NO SHOW, you will be charged. If we cancel classes or close the studio due to snow, we will make every effort possible to contact you. Please make sure we have your current phone numbers and email.

**Sick Policy:**

If you are sick please don't come to the studio. Please be considerate of our clients and staff. Please call us as soon as possible and you will not be charged for the class or appointment. If you NO SHOW, you will be charged.

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