



EVOLVE

MOVEMENT

EVOLVE Movement Studio Policies

- We accept cash, local checks, Visa, Master Card and Discover. There is a \$25 charge for all returned checks
- We require and retain a credit card number within our scheduling system for clients that do not maintain a package; please note that this card will be charged for a single session at full rate unless another payment arrangement is made at the end of the session or class.
- All packages have expiration dates:
 

5 pack = 2 months	10 pack = 3 months
20 pack = 6 months	Gift certificates = 6 months
- NO REFUNDS, exchanges only in the form of studio credit. Partially used packages will be converted into full price sessions prior to credit being processed. Requests to extend the expiration on your card will be honored for medical conditions only.
- **A 24-HOUR CANCELLATION POLICY APPLIES FOR ALL SCHEDULED APPOINTMENTS AND GROUP CLASSES. WE RESERVE THE RIGHT TO CHARGE 100% OF THE COST OF YOUR SESSION IF YOU LATE CANCEL OR RESCHEDULE LATE.**
- Session Courses/Workshops: you may cancel your reservation up to a week in advance for a full refund in the form of EVOLVE credit. If less than a week in advance, you will receive 50% refund in the form of Evolve credit. If you cancel within 24-hour window, you will be charged in full for the course. If we must cancel a series / workshop for any reason you will be fully refunded.
- Clients who arrive *more than 15 minutes late* for a scheduled appointment, without calling ahead, may be considered a “no show” and their instructor has the right to leave the studio.
- Frequent rescheduling or cancellation of a firm appointment will result in loss of firm schedule.

All semi-private equipment session instructors are subject to change at a moment’s notice as we strive to group clients(up to three with one instructor.) Remember: Varying instructors is important to the success or your Pilates/Gyrotonic® program.

If you are a private equipment client, all efforts will be made to contact you if your instructor is unavailable. You are responsible for providing correct phone number or email contact info. You are responsible for keeping an appointment if an instructor change is made within 24 hours of your scheduled appointment and every attempt to contact you has failed. *We will always provide another instructor unless we hear from you, so you will be responsible for payment for that session.*

I have read, understand and agree to the above-mentioned policies.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Instructor/Therapist Signature: \_\_\_\_\_ Date: \_\_\_\_\_