Exhale! LLC – Studio Policies

General Studio Policies

- Please take responsibility for your workout. You are here by choice and ALWAYS have a choice to opt out of an exercise (or class) if it feels inappropriate or too challenging.
- Please do not come to the studio when you are sick. Our services are not beneficial to those with active infections and you put the health of your practitioner and/or fellow classmates at risk.
- Please notify your teacher if you have had injuries, accidents or new health concerns since your last session. Your teachers are trained to provide appropriate modifications.
- Children are not allowed in the studio for reasons of safety. They are permitted to remain in the reception area under direct (one-on-one) supervision.
- Please help us take care of our CORK FLOOR – take street shoes off before you enter the studio. Bare feet or socks with grippers are recommended for safety reasons. Avoid wearing loose or oversized clothing that can get caught in equipment.
- Please be mindful of others and turn off your cell phone when entering the studio.
- Please refrain from using heavy perfumes or fragrances when you come to the studio. Many people are sensitive to fragrances.
- Please do not wear jewelry or sharp objects which can damage or get caught in equipment.

Small Group Classes, Private and Duet Lessons:

- For your safety and to maintain class flow, prior instructor approval is a prerequisite to sign up for all INTERMEDIATE classes.
- Private and Duet Lessons are by appointment only. If any partner in a Duet lesson cancels early we will notify you as soon as possible. All individuals affected have the option to keep their scheduled appointment time and pay the difference. The 24-HOUR CANCELLATION POLICY APPLIES.
- Class and Private packages have a 6-month expiration date, unless otherwise noted. Studio packages cannot be extended. This policy is to encourage you to be consistent and to commit to your fitness and health goals.
- All pre-paid private sessions and equipment classes are transferable with 24-hour notice, but are not refundable. Students may apply the price of a pre-paid session towards another class or session or allow a friend or family member to use a pre-paid session (the first session for a new student will be used for evaluation and an introduction to Pilates).
- A $25.00 fee will be applied to any checks that have been returned.
Late Cancellation Policy:

- Exhale has a **24-hour Cancellation Policy for all services** (classes, private lessons, duet lessons). If you have a reserved a spot in a class or scheduled an appointment, and you need to cancel for any reason, please contact the studio by phone or email.
- Late cancellation and no-show fees will be applied if you cancel a service less than **24 hours prior to the class, private lesson or duet**:

<table>
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<tr>
<th>You will forfeit a class and a $10 late cancellation fee will be applied to your account when you have purchased INDIVIDUAL CLASSES, PRIVATE LESSONS, or DUETS.</th>
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<tbody>
<tr>
<td>A $20 late cancellation fee will be applied to your account when you have purchased an UNLIMITED MAT &amp; FITNESS PASS or an UNLIMITED STUDIO CLASS PASS.</td>
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*** This policy allows us to keep classes small, ensures that students have access to classes, and guarantees an adequate wage for teachers. Any exceptions to this policy will be reviewed by your instructor on a case-by-case basis. Remember you are reserving time that could be reserved by another student.

**I have read, understand, and agree to comply with the studio policies listed above.**

__________________________________________________________
Signature (Parent or Guardian if under 18)       Date