



## Studio Policies

### **Reservations:**

Reservations are required to guarantee your space in class. The studio has limited space and availability. We require reservations so that we know how many people to expect and so we may contact clients in the event of unavoidable class cancellations and emergencies. You can sign up for all classes online at [www.BalanceStudio.com](http://www.BalanceStudio.com). We reserve the right to cancel any classes due to under enrollment.

### **Cancellation Policy:**

We have a firm 24-hour cancellation policy for all appointments and classes and a 48- hour cancellation policy for all workshops. We are currently offering a 12-hour cancellation policy for classes and appointments canceled through our online scheduling program as a trial period. Any cancellation made after the designated window will be charged the full cost of the class.

### **Training Packages and Class Cards:**

All single sessions, packages and contracts must be activated within 4 months of purchase. Each purchase has an expiration date which activates on the date of first use. Expiration dates may be found on your receipt, in your online account and on group class sign-in sheets. We will not extend expiration dates so please keep these in mind when arranging for payment. Sessions not used by the expiration date will not be refunded.

### **Class Lengths:**

Private, duet, and semi-private training sessions are 55 minutes in length; classes are 50- 75 minutes long. If you arrive late to your scheduled appointment, the instructor is under no obligation to extend your session beyond the previously scheduled time. You may not join a class more than 10 minutes past the start time.

### **Refunds:**

We do not offer refunds. A refund may be granted in the event that a medical condition prohibits physical activity. All refunds are subject to a \$25 processing fee. If a class card is partially used, the non-discounted price for the used classes will be deducted, refunding the balance. However, a physician's written explanation will be required.

### **Other Policies:**

Please be courteous of other clients by silencing your cell phone upon entering the studio, keeping a low voice in the hallways outside of classrooms and avoiding wearing heavy scented perfumes or lotions.

### **Weather Cancellation Policy:**

In the event that we cancel classes due to weather, our voicemail will be updated by 7 am for morning classes or two hours prior to afternoon classes. We do not call clients individually so it is your responsibility to check the studio voicemail message.

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