



Pilates Guidelines

1. All clients must complete the proper paperwork, including guidelines, health history, and exercise survey and liability waiver prior to beginning the Pilates program. For your safety a physician's release for exercise may be necessary before participation is approved.
2. All Pilates private sessions must be purchased in advance. Once purchased, please call to set up appointments.
3. Upon check-in, request a session be redeemed at the Courtesy Desk.
4. Pilates sessions are 50 minutes in length. If a client requests a shorter session, it is at the instructor's discretion.
5. In the case of an instructor's illness or vacation, the client may request a substitute instructor.
6. If unable to complete all sessions in a Pilates package, the client may request a reimbursement for the unused sessions. This request must be submitted to the program coordinator within *7 month* of the last accomplished session.
7. All Pilates sessions will expire 6 months from the date of purchase. Extensions must be approved by the manager.
8. Our goal is to provide you with excellent service! Please contact us any time; we welcome any questions and feedback.

Cancellation Policy: A 24 hour notice is required to change or cancel Pilates appointments. If no 24 hour notification, the client will forfeit the session. In the case of an instructor's absence you will be notified prior to your scheduled appointment time.

Please sign below to indicate that you have read and understood these guidelines.

Thank you!
 Pilates Staff
 773-878-9936, ext. 2233

_____	_____	_____
Client's Signature	e-mail address	Date
_____	_____	_____
Witness' Signature		Date

**Clients, please retain a copy for your records.*