



S.T.A.R. Pilates

strength training and reconditioning

CANCELLATION AND REFUND POLICY

Any cancellation of a scheduled training session, group equipment class, or any other class requires notification by email or phone **prior** to 24 hours of the scheduled session. Failure to give notice prior to 24 hours of the scheduled appointment time will result in forfeiture of the session and you will be charged at the normal session rate. Exceptions to this policy may be granted for illness or genuine emergencies on a case by case basis.

If you have purchased sessions in bulk at the discounted rate and decide that you want to discontinue our services before you have used them all, please be advised that you will be charged at the single session rate for each session used. The total of sessions charged at the single session rate will be subtracted from the full amount paid and the balance will be refunded to you within 10 days.

All sessions purchased or money put on account will expire one year from date of purchase unless otherwise arranged.

Please sign below to indicate that you have read and understand the above policy.

Name _____

Signed _____

Date _____