

Harmony Pilates & Yoga Studio

Scheduling Policies

Advance scheduling for classes: Payment is required at time of service and to sign up for all future classes.

Priority scheduling: *Pre-registration is required for all classes and appointments.* Packages are available for those that wish to schedule a series of appointments/classes in advance. (Refer to the guidelines for online pre-registration & package purchasing for more info)

Package expiration: Class/private session package expirations are based on specific packages and commence from date of purchase.

FREEZE/EXTENSION REQUESTS: With advance notice to the front desk, if you have a medical condition that requires you to take leave from your practice, your package can be put on FREEZE for up to 3 months with doctor's orders. *Any other non-medical related extension requests may be granted, once per package, at an additional cost of \$25.* Post dated requests cannot be considered.

Cancellation Policy

At Harmony Pilates & Yoga Studio giving our fullest attention & service to each student is our top priority. Your respect of other student's time is also appreciated. All classes/sessions will end promptly as scheduled. Any late arrivals are responsible for full fee of the class or session time.

- There is no charge for cancellations 24 hours in advance of the appointment. Please be sure to cancel online to avoid late charges, contact Harmony Pilates & Yoga Studio or leave a message at (919) 389-2747 to cancel your appointment.
- Cancellations less than 24 hours before appointment will be charged in full. Each package is allowed two "late cancels" (LC) per package if contact is made with the studio prior to the class/session. No contact prior to a class/session will be considered a "no show" (NS) and will be charged in full.

Refund Policy

- Harmony does *not* offer refunds but will work with each student to get the most of their fitness & wellness investment as much as possible.
- All packages are non-transferrable. One package per individual.

Class Policies

We recommend at least one to two private sessions before starting group classes to familiarize yourself with the fundamentals of the techniques and the format of the studio

- All students must complete a health form and waiver prior to any class/session
- Please arrive on time. After the first 10 minutes of class you will be considered late and it will be at the instructor's discretion as to whether or not you will be allowed to enter class.
- Please let the instructor know of any physical limitations or concerns prior to your class/session.
- Please turn off cell phones before entering the class and refrain from chewing gum.
- Please wear appropriate workout attire.
- Please come with a clean body, free of any colognes, perfumes or scented lotions as your fellow students may be sensitive to these odors.
- You may only attend class levels for which you have been approved by one of our instructors. If you need assistance, let our staff help you in deciding which level you belong in by talking with an instructor that is familiar with your ability level.
- Please be courteous and quiet when classes and privates are in progress by taking your conversations into the hallway.

_____ *I have read and understand all the above policies*

We thank you for your consideration & support of our policies & procedures for the benefit of all our HPY students !

Harmony Pilates & Yoga Studio

Guidelines for Online Pre-Registration & Package Purchasing

ONLINE Pre-Registration

- Go to www.harmonpilatesyoga.com
- Click on BOOK ONLINE NOW
- Is this your first time? (Enter First & Last name)
- Enter requested information:
 - Address/Phone
 - Username/Password (you will need to remember this for later!)
- Click on “create account”
- “Ongoing Classes” tab at top right of page
- Select classes by clicking “Sign up Now”, pre-register for your classes

NOTE: You may return to this system at any time to make changes.

ONLINE Package Purchases

All payments are to be made in advance of classes and appointments and can be made online or at the front desk. We accept cash, check, or Visa/MC/AMEX. HPY has a policy of No refunds, exchanges, or transfers.

All check should be made payable to: Harmony Pilates Studio and can be given to the front desk or the instructor prior to class/appointment as an advance purchase for a class or package.

NOTE: Harmony requires that students pre-purchase and pre-register for all classes & appointments. For your convenience Pre-Registration & Pre-Purchasing can be made through the online system, over the phone, at the front desk, or by email.