



VISIONPiLATES
a paradigm shift studio



STUDIO POLICIES & ETIQUETTE

Effective 16.12.2015 (Applicable to current & new members)

Appointment Reservations

All sessions are by appointment only and on a 'first-come, first-serve' basis. To ensure that you obtain the appointments, please make reservations at least 48 hours in advance. Payment is required at time of booking to secure your appointment(s). Appointments may be made via email info@visionpilates.com.my or whatsapp/sms **+6012 9177 303**.

All sessions will start and finish according to the stipulated time. Punctuality will be imposed. Please come 5-10 minutes earlier if possible to calm yourself down and to prepare your stage of mind for an enjoyable workout.

Appointment Cancellations/Rescheduling

PLEASE NOTE that these policies are in place to minimize disruption to our members and as a courtesy to our instructors who are compensated on a per session basis.

Cancellation Policy: Our time together is valuable. In order to honour the commitment that each of us have made to your appointment (private, partner session or group class) notice of cancellation or rescheduling of an appointment given less than ****24 hours**** will result in a full charge of your session.

Cancellations are **ONLY** accepted via whatsapp/sms with your instructors or Studio **+6012 9177 303**.

Scheduling an appointment represents your acceptance of these policies.

Booking, Payment, Refund Policy and Package Expiration

Payment is due at the time of booking your appointment(s). Sessions may be purchased as drop-in or in packages at a reduced rate (to honour frequent attendance). All sessions and packages must be completed prior to expiration. Expiration begins from date of your first session start.

Refund Policy

All sales are final. Please choose your purchases carefully as we do not offer refunds and your package bought is non-transferable of any kind or under any circumstance.

Purchasing sessions represents your acceptance of these policies.

Expiration Policy

A. Private, Partner or Private Group session

- Packages of **6 and 10 sessions expire 3 months** from the date of your first session.
- Packages of **20 expire 6 months** from the date of your first session.

B. Studio Group session

- Packages of **6 and 10 sessions expire 3 months** from date of your first session.
- Packages of **20 expire 6 months** from the date of your first session.

Any member remaining absent for **more than 8 weeks (2 months)** from the last date of his/her attendance either with OR without notice, the remaining sessions will be automatically forfeited unless a proven medical was submitted. All submitted medical report will allowed for extended expiration dates of additional 12 weeks (3 months) from the last date of his/her attendance. This helps ensure your mat space/timeslot is secure and we can keep our classes full and waiting list short.

It is the member's responsibility to monitor the expiration date of the packages they have purchased.

Others

Attire

Appropriate attire is required. Please wear comfortable non-restrictive clothing. If you wear loose clothes be sure to wear under garments. No shoes are allowed but all students must wear socks.

Personal Belongings

Please leave all personal belongings in one of the lockers provided. VISIONPiLATES is not responsible for lost or stolen belongings.