



STUDIO POLICIES

- 24hr cancelation period – all classes cancelled within 24hrs will be charged at full rate
- Your timeslot will start at your scheduled time – should you be late, you will only have the remainder of your timeslot available for your session
- No zips, clips or anything that can damage the equipment
- Barefoot or socks on the equipment – gym/running shoes may be used for rebounding
- All classes are payable upfront for the month ahead – this includes pay per class where the client wants a set timeslot
- In the event that a client pays per class – they must pay for every session before leaving the premises.

CONTRACT Ts & Cs

- Payable every month over a 6/12 consecutive monthly period.
- Includes payment over December and January.
- 12 month option is worked out over a period of 48 and divided into 12 monthly payments - this allows for a months worth of free classes already incorporated into the monthly fee to allow for holidays and sickness.
- 6 month option is worked out over 26 weeks and divided into 6 monthly payments.
- All contract option types include a 10% discount.
- No classes are transferrable.

- No cancelled classes will be carried over.
- Classes may be rescheduled subject to instructor availability.
- Contracts cannot be placed on hold
- Contract clients may fall into group classes to catch up a class provided that:
 - a) Client made prior arrangements to do so
 - b) There is space available in the class
 - c) They are using this option as a catch up for a missed class and not as an extra session
 - d) This does not become the norm

Added bonus: All clients on contract receive access to the membership area on the website with extra videos (for extra workouts or to account for classes missed), an eating plan, extra short videos and other bonus material.

CONTRACT CANCELATION POLICY:

- One calendar month's cancellation notice period required which carries a penalty fee of 1 months additional monthly fee to account for the discounted rate of the package.
- Pricing will be adapted on 1 January of every year to account for the annual pricing increase - this increase is usually very small, around 3-5%.
- Contract renewal after 6/12 months will be automatic unless it has been expressed to your instructor or studio owner to de-activate.
- Rejoining fee of R1000 for those who have cancelled a contract within the previous 3 months to avoid manipulation of the contract Ts and Cs.

STUDIO RELEASE OF LIABILITY:

This is a legally binding release, waiver, indemnification of liability, and express assumption of risk. This is a contract.

Participant understands that Pilates, and/or other fitness classes offered by Wellness with Lauren, involves physical exertion and that injuries may occur when participating in such activities. Participant accepts and assumes any and all risks including, but not limited to; equipment malfunction, overexertion, injury, disability, and even death. Further, the participant accepts and assumes all risk, foreseeable and non-foreseeable for themselves, minors under their supervision or anyone under the care of said participant related to any and all circumstances with respect to Wellness with Lauren, its premises, instructors, agents, equipment, et al. Participant hereby freely and expressly assumes all risk and waives any and all right to litigation or other legal action. Participant understands that it is his/her responsibility to consult a physician prior to attending any sessions/classes offered by Wellness with Lauren. Participant represents and warrants that he/she has no physical or mental condition that would prevent full participation in Pilates, or other fitness classes offered. Participant agrees to inform his/her instructor immediately of any physical or mental condition, or any and all changes of health that would prevent his/her full participation in any classes/sessions offered by Wellness with Lauren. In consideration for participation in Pilates, and/or other classes, receiving instruction in a group, private or semi-private lesson, or workshop, and using the equipment and facilities, Participant hereby agrees to release, hold harmless, and indemnify Wellness with Lauren, and its owners, employees, instructors, independent contractors, directors, officers, agents, licensees, and affiliates, et al, from any and all claims. This release includes claims and liabilities arising from any cause whatsoever, including but not limited to, negligence on the part of Wellness with Lauren. This release is legally binding upon Participant, Participant's heirs, assigns, and legal representatives or any other individual or body seeking a claim or action related to the undersigned participant.

PRIVACY POLICY:

All personal information will be stored in a file and on our admin system accessible only by instructors of the studio.