



Studio Policies & Etiquette

Studio Etiquette

- Please keep your cell phones off. (Don't you deserve one hour of not being connected to the outside world?)
If you are expecting an important call, please set your phone to vibrate and take the call in our reception area.
- Be aware of your volume of speech when a massage is in progress.
- Keep your belongings in the client reception area at the front of the studio in a basket or on the shelf.
- We are proud to be a barefoot training studio. Kindly remove all footwear upon entering the studio training space. For your convenience we sell Toe Sox® and, in the case of orthotics necessary to aid in movement, shoes must be indoor use only.
- At the end of your session, leave the equipment as you found it and clean any surfaces you used with the cleaning solution we provide.

Private & Class Cancellation / No-Show Policy

Client Session: Due to class sizes and studio space we must strictly enforce a 12 hour cancellation policy. Except for emergencies, your package will be charged if you fail to show for a scheduled private session. Please contact the instructor directly for cancellation. In the event of a duet, semi-private, or small group training cancellation/no show, those in attendance will be charged according to the number attending at the per session rate. **Failure to give adequate notice will result in charge of session.**

Class Sign-ups & Cancellations: All class registrations close 2 hours prior to the start of class. In the event there is only one person signed up at that time, the class will be cancelled and the individual will be notified by the instructor via phone of the cancellation. We apologize in advance for the inconvenience and will do our best to provide a consistent class schedule. Please sign-up or cancel for a class by contacting the studio via phone or cancel on-line. **Failure to give adequate notice will result in charge of session.**

Purchase Policy

All private, duet, small group and group class packages expire 3 months from date of purchase, unless otherwise noted. All CORE cash equivalents must be redeemed within 3 months of receipt. We accept Mastercard, Visa, American Express, checks or cash. There is a \$25 returned check fee.

Inclement Weather Policy

In the event of inclement weather our studio will follow North Allegheny School District for cancellations and delays. If NA is closed – classes are cancelled. In the event of a 2-hour delay, classes will resume at 11:00 am. If questioning the status of an evening class, please call or check the current on-line schedule. Evening classes will cancel with a 2-hour window prior to class start time. For all private and semi private appointments, please contact your instructor directly regarding your session.

Referral Program

For every client you refer, you will automatically receive 25 reward points that can be used towards future studio purchases.