



Scheduling Policy

Updated January 2020

Scheduling

Pilates by Kim, LLC, suggests pre-booking your sessions to secure your optimum day and time. Scheduling requests are accepted no later than 48 hours in advance.

Reschedules and cancelations must be received 24-hours in advance to avoid forfeiting the appointment. **All clients are gifted one (1) courtesy cancelation per year without penalty.** After that, cancellations under the 24-hour period will be viewed as a “session” and deducted from the client’s current package. Suspending standing sessions for more than 3 consecutive weeks (due to prolonged illness, injury, or travel), or 3 consecutive late cancellations, will remove your appointment from the schedule, and that spot will become open for scheduling.

Any cancellations by the instructor, late or otherwise, will be rescheduled at the client’s convenience with no additional cost to the client.

Packages expire three (6) months from date of purchase.

I appreciate your cooperation with this policy and am eager to assist you with any scheduling conflicts that might arise.

Name (please print) _____

Signature _____

Date _____