

**“GREAT EXPECTATIONS” POLICIES & AGREEMENT- 2021**

This form is required for studio clients. This form is not required for persons taking our Community Mat Classes. Please initial each policy and sign at the bottom of the form. Be sure to keep a copy for your records.

\_\_\_ **STARTER PACKAGE:** New clients will begin with a Starter Package of 3 private, 50 minute sessions.

\_\_\_ **NO EXTENSIONS ON PACKAGES:** If your Package is about to expire, and you don't want to lose your remaining sessions or equipment classes, then you must buy another similar package before your package's expiration date. All remaining sessions/classes will be carried over into your new package, and you will have an opportunity to make them up within your new package's expiration date.

\_\_\_ **CANCELLATION NOTICE:** A 24-hour notice is required for all cancellations on private, duo and group classes. Unfortunately, there are **NO EXCEPTIONS TO THIS POLICY**. You have up to 24 hours prior to your session time to cancel or you'll be charged the full fee of your service.

\_\_\_ **FREQUENTLY CANCELLED SESSIONS MAY RESULT IN LOSS OF A REGULARLY SCHEDULED APPOINTMENT TIME SLOT.**

\_\_\_ **50 MINUTE SESSIONS:** All Sessions and group classes are for 50 minutes in length and your appointment will start on the hour. Please arrive on time, so that we can make the most out of our time together. We reserve 10 minutes at the end of your appt. to clean the equipment, take a break, have quiet time etc. and we really appreciate you respecting our time.

\_\_\_ **WHAT TO WEAR TO STUDIO SESSIONS:** Please have clean bodies, and avoid wearing perfume, cologne, lotion and body oil. Some persons may be very sensitive to perfumes and scents, and lotion or oils can make the equipment slippery. Bare feet or sticky socks with grippers on the bottom are suggested. Women can wear leggings, yoga pants, fitted shirts, tank tops, and men can wear gym shorts with bike shorts underneath and t shirts. Please avoid wearing clothing that has zippers and buttons since these can damage the equipment's upholstery.

\_\_\_ **MEDICAL FREEZE ACTIVATION FORM:** If during your 90 Day Contracted Training period, a medical emergency comes up, or you have an injury. or you need a surgery, and you cannot complete your sessions within 90 days, please let us know right away and we will send you a **MEDICAL FREEZE ACTIVATION FORM**. Please send this form back to our office within 10 days and we will put a **FREEZE** on your unused sessions for up to 1 year after the purchase date.

\_\_\_ **BILLING PROCEDURE:** If you are a regular client who enjoys taking 1, 2 or 3 private or duo sessions every week, or you like to reserve the same equipment class times every week, we will email you a courtesy invoice 10-14 days prior to your last session. Your early renewal guarantees your regularly scheduled appointment times in the future.

I, \_\_\_\_\_ (print name) understand and agree with all policies.

\_\_\_\_\_  
Signature Date

***THANK YOU FOR BECOMING A JEAN MARIE FITNESS & PILATES CLIENT.***

***We look forward to helping you! Let's Get Started & Have Fun!***  
***727-940-6222 jean@jeanmariefitness.com***