

BODY CHEMISTRY STUDIO POLICIES

EARLY CANCELATION:

If you are unable to make a class, you can early cancel yourself out **12 hours BEFORE** the start of class, and you will not be charged or lose a class credit from your group class package or membership. To do so, log into your account either on the Body Chemistry app or online to early cancel yourself out of class. We don't recommend writing an email or leaving a voicemail, as there can be limited front desk service and voicemail is only checked periodically throughout the day.

LATE CANCELATION:

If it is **LESS THAN 12 hours before** a class you are pre-registered and you are unable to attend, it's considered a late cancellation. You will be obligated to pay for or forfeit the group class.

Signed up for the wrong class or looking to switch to a new class in less than 12 hours? Body Chemistry Studio will charge a **\$10 adjustment fee** to switch clients to the intended class.

Late for group class? If a pre-registered client is late for class without notifying the studio or the trainer, it is considered a late cancellation. If a client is more than 10 minutes late, misses the essential warm-up and does not have trainer's approval to enter class it will be considered a late cancel.

IMPORTANT: Body Chemistry Studio cannot reverse a late cancellation. If there are extenuating circumstances, Body Chemistry Studio will pass along the message to the trainer on your behalf. There is no guarantee that a trainer will reverse this policy.

FEELING SICK? Remember to cancel your session within our policy guidelines so your account is not charged for a missed session. We want to keep Body Chemistry Studio a place of health and wellness for all! If you are sick, stay home and rest up.

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STUDIO CLEANLINESS:

We all get super sweaty from our workouts, and we at Body Chemistry Studio are dedicated to keeping our studio clean and our equipment sanitized. Wear socks, pants and shirts when in the studio. If you are not wearing a shirt, you will be asked to leave.

To help us maintain an environment that promotes “wellness”, we encourage and appreciate your help in wiping down mats and equipment after Group Class. Spray bottles and towels are available by each reformer.

CLASSES WITH SINGLE CLIENT ATTENDANCE:

If only one client is signed up for class by the time class starts, the client will receive a ½ hour private session.

CLASS PACKAGES:

Our class packages are groups of classes sold at a competitive price point. They are ideal for people who travel a lot or have varied schedules. They have tiered expiration dates depending on quantity purchased. Packages are **nonrefundable** after purchase.

MEMBERSHIPS:

Our memberships are 4 month contracts that give clients a dedicated amount of classes per month at a discount and are priced per membership tier. Memberships are ideal for clients with fixed schedules taking weekly classes. Unused Membership classes do not roll over to following months.