

# **UPDATED POLICY NOTICE**

**This is a policy affirmation to adequately give the process for holding a membership with Patriot Pilates and policy update for suspending or cancelling a membership.**

**The owner of Patriot Pilates (Mariel Rimkus) requires all clients/members to follow proper procedures as stated in this notice.**

## **1. Holdings and Suspensions :**

Membership cannot be held after the (30) day billing month is completed. You have (30) days to use credits or they are lost.

## **2. Cancellation Policy :**

Clients must cancel (30) days prior to the next billing cycle or they will be billed. Clients must come into Patriot Pilates Studio to complete and sign cancellation or suspension paperwork for review by the administrative assistant. Your account will automatically resume after the end date listed below.

This process has few exceptions for (emergencies only). If needed a family member or friend may come pick-up the paperwork. The proper paperwork must be completed, signed, and returned to the studio in person or by mail.

If you do not come in and complete the proper paperwork for membership cancellation or suspension, a refund will not be rendered. If you do not use your credits in (30) days you will lose them. No continuing over to the next month.

No longer will calling, texting, or notifying owner after hours be applicable to cancel or suspend a membership with Patriot Pilates. Clients must come in during studio hours and complete and sign proper paperwork for record of the studio.

## **3. Emergency :**

What the studio will accept as an emergency; If a client has tested positive for COVID 19 or has been exposed. If a client is hospitalized for emergency reasons.

## **4. Vacation :**

If you are going on vacation for two or more weeks you must follow this policy giving (30) days notice. Membership is not held back for one week vacation. I encourage you to use your credits around your vacation within the billing cycle or you will lose them.

*This policy is available for review on Patriot Pilates website  
www.patriotpilates.com*

**Holding dates and reason :**

Reason \_\_\_\_\_

Start Date \_\_\_\_\_

End Date \_\_\_\_\_

**Client Signature :**

Print name \_\_\_\_\_

Sign Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Date \_\_\_\_\_

**Employee Signature :**

Sign Name \_\_\_\_\_

Date \_\_\_\_\_