

LifeBalance Studio Policies

- Please **sign up for classes** (including Saturdays and evenings) through the app or the website. We customize our classes based on the registered student list so please sign up ahead of time for the best class experience.
- Please be aware that many people have sensitivities to **perfumes, essential oils, fragrant lotions**, etc. Therefore, please refrain from wearing **ANY** fragrances in the studio.
- If you arrive early for your session, please be respectful of the session in progress. Also be mindful of others looking to begin their session promptly. Extended conversations can always be moved outside or to the back room, we do love our community relationships!
- Please turn off your cell phone while in the studio (Even vibrate setting can pull focus).
- Payment for services is due at the time of service. New packages must be purchased before attending sessions. If you are a recurring client, you will be automatically charged for your next package when your sessions or classes are completed.
- In the interest of your safety, please refrain from attending class if you expect to be **more than 10 minutes late**, as you will have missed the warm up and preparation of the nervous system. This will also prevent disruption of the class flow for the other class participants.
- Socks with grips on the bottom (pilates, yoga, barre socks) are required - these are available for purchase in our studio.
- Extension Policy - Clients may extend the expiration date of unused credits for 30 days at the cost of \$10/class and \$15/private session. To extend your package, call us!

LifeBalance Class Attendance and Cancellation Policies

- Class Cancellation Policy - LifeBalance has a strict 6-hour cancellation policy for all classes. Cancellations made with less than 6 hours notice will result in a \$15 late cancel fee for Autopay members and the loss of a class for clients with single or package pricing options.
- Class No Show Policy - If you cannot attend class, please cancel to allow another client the spot. Absence from class without a cancellation will result in a No Show fee of \$30.00 for Autopay members and the loss of one class for clients with single or package pricing options.
- Private and Duet Cancellation Policy - Private and Duet Sessions have a 12-hour cancellation policy. If you need to reschedule, cancel or miss your session, you will be charged for the full cost of the session, or a session will be deducted from your package.
- Class Switch Policy - Class switches are not permitted. Late switches cause open reformers in Waitlisted classes, which prevents a fellow client from getting into class. Please only book classes you can definitely attend. A \$15 late cancel fee will apply if the request is made within 6 hours of the class for Autopay members. Single or package class members are unable to switch classes once the 6 hour cancellation window has lapsed.
- Waitlist Policy - Our system will automatically add you to a class if a spot becomes available up until 1 hour before the start time of class. Standard cancellation policies apply. If you anticipate you will not be able to attend class, simply remove yourself from the waitlist 6 hours in advance to avoid late cancel fees. You will receive an email or text notification confirming when you have been added to class from the waitlist.

Thank you for your cooperation!