

STUDIO TERMS & CONDITIONS

Booking Classes

All classes must be pre-booked online. We do not admit walk-ins without an active Studio account, and we do not accept cash. All purchases are final; no refunds, transfers, or exchanges for unused class packs, passes and credits. 10-class packs are valid for 3 months and non-extendable.

Cancelling Classes

Our generous 6-hour cancellation policy allows members to cancel classes up to 6 hours before the start of class at no cost. Class bookings must be cancelled directly on the Studio App. Email cancellations are not accepted.

Late Cancellations & No Shows

Drop ins, 2/week members and class pack holders forfeit the credit for late cancellations and no shows. Members on unlimited membership status will be charged a penalty; \$36/Reformer Class, \$26/Mat Class. Member accounts are automatically locked after 4 no shows. Accounts are reset at the Management's discretion.

Moving safely

Class participants must be present for the all-important warm up which is the first 5-8 minutes of a class. Latecomers will be politely turned away. First timers to Reformer classes, are requested to arrive at least 10 minutes early for an orientation with the instructor.

Around the Studio

Hygiene is non-negotiable; therefore, our exercise space is a no shoe zone. No shoes are permitted on Mats or Reformers. Socks are essential for Reformer classes. We strongly recommend nonslip grip socks. Our Studio is strictly a no tech zone. Phones and all personal belongings must be stored in the change area to keep our space trip free and free of distractions.

Memberships

Memberships are charged weekly starting on date of purchase. Memberships can be cancelled after an initial minimum 8-week term. Cancellation requests must be made at least 5 days prior to the next scheduled payment. Memberships can be paused for periods of 3 weeks or more, upon request, not less.

Account Suspension/Membership Cancellation

The Management reserves the right to suspend accounts and /or cancel memberships in the face of disrespectful or inappropriate behaviour, and overdue payments.

Book a Friend

Members may book a class for a guest using a credit from an existing pack or membership. Members on unlimited membership status may bring their first guest for free, after which a fee of \$36/Reformer class and \$26/Mat class will be charged to the member's account for each additional visit by a friend. All first-time visitors must sign the Studio Liability Waiver upon arrival.

General

Studio Form&Flow reserves the right to change the class timetables, class style and instructor assigned to a class as necessary and without prior notice. We do not take responsibility for personal belongings. All refunds incur a \$5 administrative fee.

All requests related to memberships and admin support must be sent via email to connect@studioformandflow.com



Studio Form&Flow

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