

OakTree Pilates

Studio Policies and Procedures

Payment

- Pre-payment is required before class. We accept cash, checks, MasterCard and Visa.
- Gift certificates are available and can be purchased from Lynne.

Group Classes

- Space is limited, so call ahead or e-mail lynne@oaktreepilates.com to reserve your spot in class.
- If you cannot make a class that you have signed up for, kindly notify the studio within 24 hours of the class time so that we may offer your spot to someone else.
- Please sign the class attendance sheet before class.
- Punchcard holders: don't forget to punch your oak leaf before class!
- Socks or bare feet are fine for the mat Pilates, but supportive sneakers are required for all non-Pilates classes.
- Mats are provided, or you may bring your own. If using a studio mat, please wipe it down after class.
- If you bring your cell phone with you, please turn it off before class.
- Classes are subject to change without notice.

Registration Information

- Please read carefully through all registration materials, and inform staff about pertinent health information that may require modifications during class. All health information is kept strictly confidential.

Punchcards and Memberships

- OakTree punchcards and membership cards are non-refundable and non-transferable.
- Unlimited monthly memberships expire one month from the purchase date.
- **Bulk purchasing** - Purchasing six or more months reduces the monthly rate to \$50 per month. Purchasing 12 or more months reduces the monthly rate to \$45 per month.
- Punchcards expire three months from the purchase date. There are no exceptions on expiration dates. Please choose your packages carefully.

Membership Benefits/Referral Bucks

- Unlimited monthly members receive the following benefits:
 - ▶ 20% off all personal training packages, small group training sessions and workshops
 - ▶ 15% off all OakTree merchandise
- OakTree Pilates would like to recognize clients who promote our fitness programs to their co-workers, family and friends. Both monthly members and punchcard holders can earn **referral bucks**. If you refer someone, and he/she signs up for one of OakTree's fitness programs (Includes punchcards, unlimited month memberships, personal training, small group training series, but excludes drop-ins/single visits) you earn 10 referral dollars that you may put toward your future program purchase. Referral bucks are not transferable. Make sure the person you are referring puts your name on the registration form to answer the question, "How did you hear about us?"