

STUDIO POLICIES

Cancellation Policy: Classes must be cancelled through the app or online **12 hours** prior to the class start time. After 12 hours notice the session is deducted from your package/membership. If no active package is on the account your card will be charged one drop in rate per late cancel. Private sessions have a **24-hour** cancellation policy. **All sessions, including private sessions, must be cancelled in the app or online to avoid losing your session from package/ incurring a drop in fee.**

Sock Policy: To keep our studio clean and our clients safe, we require the use of grip socks. They can be any brand you like, or we sell some in the studio. Please do not wear socks without grips, this is dangerous! Please do not workout barefoot, we think this one goes without explanation.

Studio Recommendations: In group classes, please follow the instruction given, including but not limited to, spring tensions, modifications suggested and individual corrections. Please ask the instructor if you feel like you need an adjustment to get a safe modification to your springs.

Please ask an instructor before signing into an intermediate or above level class. If you are not ready for this class, the studio reserves the right to take you out of the class, all cancellation policies apply. This is for your safety and for the benefit of the entire group

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Running Late? Please let us know if you are running late to your class/appointment. For your safety and for the respect of those in class, please do not come to class more than 10 minutes late. If we don't hear from you and you don't show up your spot may be given to someone on the waitlist/standby 10 minutes past the start of class.

If you are running late for your private/duet sessions please let us know. If you know you are going to be more than 15 minutes late please contact the studio to see if your instructor will still be available or to reschedule your appointment. Late policies are still in affect.

Expirations: All packages have a 2 month expiration unless otherwise specified. We have a no-refund policy. Please let the studio know of any unforeseen circumstances that may arise and would prevent you from using your package/membership in the allotted amount of time. All exceptions to this policy are up to the discretion of TPU management.

Booking: All classes/sessions and appointments must be prepaid for. If you would like to book out classes for the month then we reccomend a membership option. Private sessions booked out in advance on the schedule must also be prepaid for.