



## **Etiquette**

At Imprint, we strive to create an environment that is calming, attractive, respectful and fun. In light of this, we ask that all clients read and observe these simple rules of etiquette, thereby helping to preserve the blissful and professional atmosphere that is central to the Imprint experience.

## **Arrival**

In order to benefit most from your time at Imprint, aim to arrive at least 10 mins in advanced of your scheduled appointment to make use of the change rooms and overlap of coming and going clients.

## **Cellular phones**

In keeping with the studio setting at Imprint, we kindly ask that our clients turn off their cellular phones and pagers. This small gesture will not only enhance one's own experience, but serve as a sign of respect to the experience of others.

## **Cleanliness & Sanitization**

Illustrative of our commitment to cleanliness and Hygiene, our studio equipment, mats and props are sanitized after every use. We ask that our clients exhibit a similar commitment while use of the imprint facilities by enforcing a health a wellness protocol that all clients sanitize their hands before practice and use of equipment. We would also like to encourage clients to wear socks when using foot straps when needed.

## **Biodegradable cups, tissue & paper**

As most of you know we aim to be as green as possible at the studio and have switched to biodegradable cups and glass cups, however we would encourage you to bring reusable bottles to your session. We also want to let you know that our water is filtered and properly cleaned regularly. We are continuing to use biodegradable paper and cleaning products and have now added tissue.

## **Payments**

At Imprint we accept VISA, MasterCard, cash, EFT and Imprint Gift Cards. All prices are subject to change and all applicable sales taxes will be applied at the time of payment.

## **Appointment booking and 24 hour Cancellation**

All appointments must be secured with a valid Visa, MasterCard or prepaid package. Our privacy policy ensures that your information is kept in the strictest of confidence. In the event of a missed appointment, you will only be charged if you have not followed the guidelines as indicated in our 24

## cancellations Policy

In order to change or cancel your appointment, Imprint requires a 24-hour notice prior to your scheduled appointment time. Failure to comply will result the application of a 100% cancellation fee of the scheduled session fee.

Therefore we kindly that you schedule your next session before leaving Imprint with your instructor. This will allow for greater flexibility as we strive to best accommodate your schedule. Otherwise feel free to contact Anita or your instructor by phone or email at your earliest convenience.

## **Dormant Accounts**

If an account is left dormant for 12 months or more (i.e.: no sessions are redeemed within this time period), these pre-purchased sessions will expire and no refund will be granted.

## **Contact Us**

If you have any questions, comments or concerns, please share your thoughts with us. It is our business to provide you with the most desirable of experiences. Your input can help us as we strive constantly to enhance our services.

Email: [info@imprintpilates.com](mailto:info@imprintpilates.com)