

SWISSBODY® Pilates Centres

Susan Pepper Arena
Member of the Pilates Method Alliance®

Swissbody® Centre Rules

Opening hours of the Swissbody Centres: Monday to Friday: 7h30 – 19h30
Saturday: 08h00 – 12h30

- The duration of each session is an **hour**. Please arrive punctually as this **cannot be extended**.
- All lessons and **price packages** must be **paid in advance** and, in the case of a price package, should be **completed within the limited period**.
- A price package **cannot be refunded**. In the event of an accident or severe illness, the price package can be suspended for up to two months on presentation of a medical certificate.
- As a semi private lesson is a lesson **for two people**, Swissbody reserves the right to ask clients to change their lesson time (or offer the lesson to the client as a private lesson) if, for more that 3 consecutive lessons, a second person is not found to join the other person.
- During a semi private lesson, the teacher does her/his best to give the same amount of attention to both clients. We ask you kindly to respect this detail and also not to disturb the other client's concentration.
- When a semi-private lesson is organised by two people who would like to train together (friends, a couple, etc.), if one of the two people cancels his/her lesson, the other person who remains **alone** will be asked to pay for a **private lesson**.
- **The fixed places** are for people who would like to come on the same day and at the same time **regularly every week**. Swissbody reserves the right to give a fixed place to another client if a fixed place is not used for more than 5 consecutive months.
- During the Genevan school holidays, the fixed places are not guaranteed. We ask our clients to please book their lessons during these periods.
- No outdoor shoes in the Pilates studios.
- For hygienic reasons, we thank you for wearing socks.
- Please wear slim fitting clothes to help your teachers to be able to correct you better.
- We thank you for putting your telephone on silent mode (better still, for your own peace and harmony, why not turn it off?).

To cancel, please contact reception from Monday 08h30 - Friday 16h30. Please note that any lesson cancelled less than **48 reception hours (during reception hours)** ahead of the booked lesson time will be counted in full unless a replacement can be found.

I have read and agreed to all the price terms and conditions and the Swissbody Centre rules.

Signed: Dated: