

# TERMS & CONDITIONS

All services purchased from Barre Life Fitness Studio must be preceded by the applicant acknowledging, by way of completing a Liability/Waiver Form, that he/she has no physical limitations preventing him/her from participation. The applicant agrees to abide by the rules and regulations of the Barre Life Fitness Studio and acknowledges that these rules may change from time to time. Furthermore, all applicants release Barre Life Fitness Studio, its owners, directors, managers and all employees of all liability regarding 1) Any injury to self or child. 2) Any loss or damage to personal property. If purchasing packages that require payments to be made in installments, the applicant agrees to approve such installments be made by credit card on the dates as predetermined in the services contract.

Information published on this web site is provided for the use of its visitors and you are advised that, although care has been taken to ensure technical and factual accuracy, some errors may occur. No guarantee is given of the accuracy or completeness of information on these pages. Please be aware that Barre Life Fitness Studio may alter the information on its web site from time to time.

## Refund Policy

### Classes/Packages

All payments must be received prior to the start of class or private sessions. Classes/Class packages are non refundable and non transferable.

### Registered Events & Workshops

It is our policy that no refunds will be provided for Workshop or Event Cancellations. However, a credit to your account will be made available up to (5) days prior to the event or you may arrange for an alternate person in your place.

### Retail Goods

Any retail goods purchased at Barre Life Fitness Studio can be exchanged or returned within 7 days of purchase with receipt. Please note that all items must be in original condition with all packing material and documentation.

## Expiry Dates Policy

- All Single Classes, Class Passes and Unlimited Packages expire 365 days from the date of first purchased.
- All Class Passes are valid for a period of 6 months from the date of the first visit.
- All Unlimited Packages are valid for a period of the specified package bought from the date of first visit.

## Suspensions and Holds Policy

All clients that purchase an unlimited package, we understand that everyone goes away on vacation or may need time off for a personal matter. At Barre Life Fitness Studio we feel that your package should not be active and declining in time while you are away. Therefore, the following vacation compensation applies:

- 3 Month "All you can Barre" Package - up to a 7 day hold upon notification.
- 6 Month "All you can Barre" Package - up to a 14 day hold upon notification.
- 1 Year "All you can Barre" Package - up to a 28 day hold upon notification.

Please note that holds are permitted in up to 2 week increments. Please notify us in advance the date we should hold your package and for what desired duration in advance and we will be pleased to do so.

## Class reservations and cancellation policy

**Class Reservations:** Class reservations are open 14 days prior to the scheduled class and close 30 minutes before the class starts. We strongly recommend reserving your spot for classes ahead of time to accommodate capacity requirements. Please do not reserve a spot in any back to back class on the chance that you may not be able to do the second one. It would be easier for us to reserve the spot for you in the event you choose to stay than cancel a held spot. Each class holds a maximum of 20 clients. ALL reservations will be held up to 5 minutes prior to the class start time. 5 minutes prior to the start of each class, all open spaces will be given to clients on the wait list for that class. All classes from Barre Life must be preceded by the applicant acknowledging, by way of completing a Liability Release Form, that he/she has no physical limitations preventing him/her from participation. Minimum age for participation is 16 years of age. All applicants under 18 years of age must have written consent from a parent or guardian.

**Client Class Cancellation Policy:** Class cancellations must be made no later than 2 hours prior to start of the scheduled class start time. Any class reservation that a client cannot attend for any reason must be cancelled by phone 905 337 8338, email or online cancellation.

**Client Non Attendance Policy:** Missed classes without the appropriate notice outlined in the client class cancellation policy will be subject to the following:

- All class pass package holders will be subtracted a class on their pass.
- For Monthly Unlimited Packages, a \$12 'no show or late cancel' fee will be automatically charged to your credit card (on file). A \$12 'no show or late cancel' fee charged to accounts without a credit card on file must be paid upon your next visit.
- If failure to cancel classes you have signed up occurs for 5 instances or more, pre-sign in privileges will be suspended for 3 weeks. If after reinstatement, failure to cancel occurs again, pre-sign up privileges will be suspended indefinitely.

**Minimum Class Cancellation Policy:** Barre Life Studio requires a minimum of 6 reserved participants in order to run a class. All classes that do not meet this requirement will be cancelled. Anyone scheduled in a low attendance class will be notified of the cancellation and given the opportunity to reserve a spot in another class. Any morning class that does not meet the class minimums will be cancelled at 10:00pm the prior evening. Any afternoon classes that do not meet the class minimums will be cancelled at approximately 12:00pm the same day of the scheduled class. It is imperative that all clients check the schedule prior to attending a class to ensure no changes have occurred. Reserving your class ahead of time (online or by phone) is very important. By doing so, the number of class cancellations resulting from low reserved attendance will be greatly diminished.

**Child Minding Policy:** Child minding is available from 9:30am - 10:30am weekdays (please phone us for availability). Registration is require ahead either by phone 905 337 8338. There is a maximum of 5 children allowed in child minding. This is a complimentary service.

## **Privacy & Security Policy**

Barre Life Inc. respects your privacy. As a company we have a corporate value to operate with utmost respect for guest privacy and confidentiality.

Privacy: All personal information you share with us is kept in accordance with the Personal Information Protection and Electronic Documents Act (2000). Barre Life Inc. will never sell trade, rent, exchange or otherwise share your personal information with any other person, company or organization. All personal identifiable information is kept secure. Only authorized employees, agents and contractors (who have agreed to keep information secure and confident) have access to this information. All emails and newsletters from our sites allow you to opt out of further mailings.