



Studio 410 Policies, Rules, and Regulations

- 1) All programs and/or memberships are subject to a 20% cancellation fee on TOTAL program costs. Cancellation fees come in to effect ten (10) days after the signing of the program/membership contract.
- 2) To cancel a membership or program, written notice must be provided to Studio 410 staff AT LEAST 30 days prior to desired cancellation date. Notice may be hand written, word processed or emailed.
- 3) All fitness and health programs are considered 'auto-renewing'. By signing up for these programs, you accept that Studio 410 will continue to charge for the program until notice of cancellation is received. This applies to all programs EXCEPT: Drop in Memberships, Monthly Gym memberships, Personal Training Sessions and Packages.
- 4) If you do not wish to continue your program and/or membership at the end of the contract, you must provide written notice thirty (30) days prior to the end of the contract.
- 5) Refunds will NOT be given to monthly programs such as Monthly Gym Memberships or Music Lessons.
- 6) Contracts may be suspended for a MAXIMUM of TWO (2) WEEKS only. Suspension may be split into two (2) two-week periods. If a suspension is desired, written request must be provided to Studio 410 staff at least one (1) week before desired suspension start date. Longer suspensions will only be available if a medical note stating the client cannot participate in the activities is provided.
- 7) Payments on ALL programming and memberships MUST be paid for by the end of the first full business week of each month. If payment is not received, a fee of 5% on the total balance will be added to your invoice. An additional 5% will be added for each month of outstanding balances.
- 8) In the event of non-sufficient funds from a client account, all charges ensued to Studio 410 must be covered by the client within five (5) business days of the initial charge to Studio 410. An additional 5% will be charged for each five (5) business day period following.
- 9) Concerns with your account must be dealt with on a monthly basis.
- 10) Studio 410 will not be held responsible for lost, damaged, or stolen items while within the Studio, on the property, or participating in Studio 410 programs.
- 11) ONLY indoor shoes are permitted in the studios, music rooms, or gym areas.
- 12) 24 hours' notice MUST be provided if missing a lesson/session/class. If LESS than 24 hours' notice is given, you will be charged for the lesson/session/class. If sufficient notice has been provided, it is up to you and your teacher/trainer to reschedule a make-up session.
- 13) If you are in an enrolment program (ex. Small Group Training, DanceWorks, Musical Theatre Company), you understand that if you miss a class, no refund for the class value will be provided.
- 14) Studio 410 uses email as the primary source of communication. By registering and participating in ANY program or membership, you agree to provide your email address. If you choose to ignore or unsubscribe from Studio 410 emails, you understand that Studio 410 will not be held responsible for you failing to receive notice of overdue payments, auto-renewing contracts, or any other information.
- 15) By registering and participating in ANY Studio 410 program or membership, you agree to abide by the policies, rules, and regulations, and understand that they may change at any time without notice. If ANY of the policies, rules, or regulations are NOT followed, you agree that Studio 410 reserves the right to cancel your program enrolment or membership without refund.
- 16) By entering Studio 410 or registering for programs and/or memberships, you release Studio 410 and its agents from ANY liability now or in the future for conditions that you may obtain.