



AUBURN®

CAMPUS RECREATION

Pilates Private Session Policies and Procedures

Welcome: Thank you for your interest in Pilates private sessions at Auburn University. You have taken the first step towards better overall health! We thank you for allowing our Campus Recreation Pilates instructors to be your guides. Our staff is dedicated to helping you reach your goals by promoting healthy, lifelong fitness behavior! Before you begin with your Pilates instructor, please read this packet in its entirety and complete all applicable forms. These forms are an important means for us to help you reach your goals safely and effectively. Congratulations on taking the next step to achieving a healthier you!

Payment policy: Campus Recreation charges a fee for services rendered by Pilates instructors. All services can be purchased anytime throughout the year at the Campus Recreation main office located on the 3rd floor in the Recreation and Wellness Center or via [Auburn University Online Payment Portal](#). Payment must be received before sessions are scheduled. Paying a Pilates instructor directly is strictly prohibited; all membership privileges will be terminated immediately.

Expiration policy: Pilates private sessions packages expire 120 days from the date of purchase. Pilates private sessions are void after this time period. Pilates private sessions packages are non-refundable (see refund policy) and non-transferable.

Refund policy: Pilates private sessions packages are non-refundable except in cases of: termination of university employment; formal leave of absence and sabbaticals (documentation required); changes in medical condition resulting in physical limitations (physician letter required).

Late policy: If you arrive more than 15 minutes late for a scheduled appointment, forfeiture of the session will result and the Pilates instructor has the right to leave the premises. All sessions are scheduled for 60 minutes and end one hour from the scheduled start time.

Cancellation policy: If you must cancel or reschedule a private session, please notify your Pilates instructor by phone and/or email at least 24 hours in advance of the scheduled private session. Pilates private sessions not rescheduled or canceled at least 24 hours in advance by a client will result in forfeiture of the session.

Registration policy: The completed Pilates private session registration packet (along with payment) must be received before your session is scheduled with a certified Pilates instructor. The completed registration packet can be returned either by email or to the Campus Recreation main office. Upon receipt of these materials, a member of our staff will contact you via email and/or phone within 72 hours to schedule your initial appointment.

****Please retain this page for your records.***