



## **POLICIES**

### **BOOKING POLICY**

**BOOKINGS ARE OPEN 14 DAYS IN ADVANCE FOR ALL CLASSES AND CAN BE MADE VIA MINDBODY.**

### **WAITLIST**

**IF YOU ARE ON THE WAITLIST, YOU CAN BE ADDED INTO A CLASS UP TO 60 MINUTES BEFORE THE CLASS STARTS. PLEASE DON'T SIGN UP TO THE WAITLIST IF YOUR SCHEDULE IS NOT FLEXIBLE AND YOU ARE ABLE TO MAKE IT WITHIN 60 MINUTES.**

## **CONTRACT**

**CONTRACT SUSPENSIONS WILL BE CONSIDERED FOR MEDICAL REASONS ONLY AND WILL AUTOMATICALLY ENTAIL AN EXTENSION OF THE MEMBERSHIP SO AS TO COMPLETE THE PERIOD SPECIFIED ON THE CONTRACT. EACH REQUEST MUST BE MADE BY EMAIL AT [STUDIOPHENIXMTL@GMAIL.COM](mailto:STUDIOPHENIXMTL@GMAIL.COM), ACCOMPANIED BY A MEDICAL NOTE AND SUBMITTED TO THE ADMINISTRATION.**

**THE MONTHLY PAYMENTS MENTIONED IN THE CONTRACT WILL CONTINUE TO BE PERCEIVED AS STIPULATED AND WITHOUT INTERRUPTION. HOWEVER, THE DURATION OF THE ORIGINAL CONTRACT WILL BE EXTENDED FOR A PERIOD, WHICH IS EQUAL TO THE DURATION OF THE SUSPENSION.**

**ALL OUR PRICES ARE ON A MONTHLY BASIS. NO MEMBERSHIP CAN BE TRANSFERRED OR SHARE WITH ANOTHER CLIENT, UNLESS A MEDICAL SITUATION OCCURS, IN WHICH A MEDICAL CERTIFICATE IS NECESSARY. NO REFUND WILL BE ISSUED.**

**BY BOOKING YOU CONFIRM YOU HAVE READ AND ACCEPTED OUR TERMS AND CONDITIONS. THE PRICES EXCLUDE TAXES.**

## **CODE OF CONDUCT**

**ALL STUDENTS MUST BE RESPECTFUL OF THEIR ENVIRONMENT, TEACHERS, AND OTHER STUDENTS AT STUDIO PHÉNIX. ANY THEFT, VERBAL OR PHYSICAL VIOLENCE WILL BE TAKEN SERIOUSLY AND WILL HAVE LEGAL CONSEQUENCES AS WELL AS AN IMMEDIATE EXPULSION OF THE STUDIO'S PREMISES.**

## **CLOTHING AND HYGIENE**

**EACH STUDENT MUST WEAR A SPORT ATTIRE WHILE TAKING CLASSES, FULLY COVERING THE GENITAL AREA. UNDERWEAR ONLY IS NOT PERMITTED WHILE TRAINING.**

**BASIC HYGIENE IS REQUIRED TO ATTEND THE CLASSES, INCLUDING CLEANLINESS OF THE FEET AS WELL AS SHORT NAILS (HANDS/FEET), FOR HYGIENIC AND SAFETY REASONS.**

## **RETURN / REFUND**

**NO REFUND WILL BE ISSUED; HOWEVER, A MEMBERSHIP PURCHASE CAN BE TRANSFERRED TO A NEW CUSTOMER FOR MEDICAL REASONS, PREGNANCY, OR PERMANENT DEPARTURE FROM THE CITY OF MONTREAL AND ITS SUBURBS.**

**A WRITTEN REQUEST AND PROOF OF REASON IS IMPERATIVE.**

**ADMINISTRATION  
STUDIO PHÉNIX**