



PAUSE & CANCELLATION POLICY

Sanctuary Pilates - Pine Island, Florida

1. Cancellation Policy

18-hour cancellation notice: For all Sanctuary Pilates bookings, an 18-hour cancellation notice is required. This helps us make space for other members who may be on the waitlist or eager to join the class.

Failure to cancel within the specified 18-hour notice period will lead to the following consequences:

Membership Type	Late Cancellation / No-Show Consequence
Class-Credit Members	Loss of one class credit for a late cancellation or no-show.
Unlimited Members	Late Cancel: \$10 charge when cancellation occurs within 18 hours of the class. No Show: \$20 charge for failure to attend without prior cancellation.

Late Cancellation

A late cancellation is any cancellation made less than 18 hours before the scheduled class start time. For Class-Credit Members, one class credit will be deducted. For Unlimited Members, a \$10 late-cancel fee applies.

No Show

A no-show occurs when a member does not attend a booked class and does not cancel in advance. Class-Credit Members will forfeit one class credit. Unlimited Members will be charged a \$20 no-show fee.

2. Pause / Freeze Policy

Membership pauses are intended for planned travel, temporary schedule changes, or other short-term needs. Pause requests should be submitted before the requested pause begins and are subject to the terms of the membership selected.

Pause Length	Standard Term
Minimum	7 consecutive days

Maximum	30 consecutive days per pause request
Notice	Request at least 3 days before the pause begins
Billing	Future membership billing is suspended during an approved pause
Reactivation	Membership automatically resumes on the selected end date unless otherwise arranged

3. Standard Cancellation Package

For recurring memberships, clients may cancel their membership by providing 30 days' written notice before the requested cancellation date, unless different terms were agreed to at purchase.

Item	Standard Term
Cancellation Notice	30 days written notice
Final Billing	Membership remains active through the applicable paid period
Future Reservations	May be booked through the final active date
Unused Credits	Subject to the original package expiration and refund/transfer terms
Reactivation	A new membership or package may be purchased at then-current rates

4. How to Cancel or Pause

Requests should be submitted through the studio's designated cancellation method, such as the client portal, email, or written request. A cancellation or pause is not considered complete until the studio confirms it.

5. Important Notes

- The 18-hour cancellation window is measured from the scheduled class start time.
- Booking a class reserves a place for the member; timely cancellations help keep classes accessible to everyone.
- Promotional, introductory, founding-member, or special-rate packages may have different terms if those terms were disclosed at purchase.
- Sanctuary Pilates may make reasonable exceptions for documented emergencies or unusual circumstances.

Client Acknowledgment

By purchasing or maintaining a Sanctuary Pilates membership or class package, the client acknowledges that they have reviewed and agree to the applicable pause and cancellation terms.