SAFETY REGULATIONS

• For your safety, the tolerance time to join a class is 5 minutes.

• Register your attendance (Check in) every time you attend a session, which can be done on the Reception iPad or directly from your App

Tutorial: How to Check In: https://rb.gy/phyw7

• Bring comfortable clothing that allows you to move your body in a wide range.

• Bring socks to maintain hygiene in the devices.

• Keep your cell phone on silent during the session and avoid using it during it.

• For your safety, it is prohibited to attend the session chewing gum or eating any food.

• For your safety, it is very important to inform the instructor if you have any injury or are pregnant.

• We appreciate in advance that at the end of the session you return the accessories you used and clean your reformer or mat with the disinfectant towels that we will provide you.

GROUP AND BEGINNER SESSIONS

Group Sessions last 55 minutes.

Instructors and Sessions are subject to change without notice.

Check our website www.mindbody.mx or your app to see updates.

For any of the Sessions, the tolerance time to join is 5 minutes; After that time and for your security, access will not be allowed and the session will be deducted from your package.

RESERVATIONS AND CANCELLATIONS POLICY

You can make reservations for Group Sessions through the following means:

1. From our MindBody Pilates Studio app available for IOS (Apple) (Link) or Android (Link)

Tutorial: How to book in MindBody APP https://rb.gy/2fstn

2. From our website:

Cordoba Branch: www.mindbody.mx/reservas-sucursal-cordoba

Merida Branch: www.mindbody.mx/reservas-sucursal-merida

Tutorial: How to book on MindBody WEB https://rb.gy/vcwc9

Maximum Sessions you can book in one day in Monthly, Quarterly, Semiannual and Annual packages:

• 24 Sessions: 3 times in one day

• 12 Sessions: 2 times in one day

• 8 Sessions: 2 times in one day

• 4 Sessions: 1 time a day

The cancellation of a Group Session must be done at least 90 minutes before the start of the session, which will be credited back to your package, you can do it by the following means:

1. From our MindBody Pilates Studio app available for IOS (Apple) https://t.ly/aLuCo or Android https://t.ly/\_BbzN

Tutorial: How to cancel a Group Session in MindBody APP https://rb.gy/2qb00

2. From our website:

Cordoba Branch: www.mindbody.mx/reservas-sede-cordoba

Mérida Branch: www.mindbody.mx/reservas-sede-merida

Tutorial: How to cancel a Session in MindBody WEB (link)

3. Call us! We will be very happy to hear from you and help you with your cancellation. (remember that the time limit is 90 minutes before the start of the session)

Important note: If you cancel the Session after this time (90 minutes before the start of the session), the system will consider it as a Late Cancellation, deducting said session from your package.

WAITING LIST

When there is no space in a group session you wish to book, we have the option to book on a waiting list.

To know the Status of your Reservation we have these options:

1. Check your email.

Our system will send you an email between 50 and 60 minutes before the start of the reserved session, just make sure you have activated the option in your profile to: “receive emails” so that the notification reaches your email.

2. Check the Status of your reservation from our APP.

Just remember to log in so you can see all your reservations and their status.

3. Send us a message so we can help you check the status of your reservation

1. Call us! We will be very happy to listen to you and give you information.

Important note: If you are added to the waiting list and do not attend the session, the system will consider it as Absent and will deduct said session from your package.

VALIDITY AND SUSPENSIONS

All Group Session packages are valid for one month, which begins on the date of the first session you book in your package; with the exception of Quarterly, Semiannual and Annual packages.

Important note: It can expire sooner if during this period, you take all the contracted sessions in your package.

If you have any health issue that prevents you from continuing Pilates, send us the doctor's rest recommendation and we will suspend the expiration of your package until you have recovered and are ready to continue Pilates.

Important note: Suspensions will only be made for health reasons, if for any other reason you consider that you will not be able to finish your contracted sessions, you can transfer them to someone else to Pilate for you on those days that you will not be able to attend.

RETURNS AND REFUNDS

If after trying our Sessions, you become addicted and want to change your package for one with more sessions, you can do so within 5 days after you made the purchase of your current package, just pay the difference and come to Pilate more times with we.

We do not offer refunds so if for some reason you can no longer continue Pilates with us, you can transfer your sessions to someone else who wants to Pilate with us. We will be very happy to meet your referrals!

PRENATAL/POSTNATAL PILATES SESSIONS

Written approval from a doctor stating that exercising is safe for you and your baby at this stage is required.

Prenatal Pilates Sessions last 55 minutes.

Instructors and Sessions are subject to change without notice.

Check our website www.mindbody.mx or your app to see updates.

The tolerance time to join the Prenatal Pilates Session is 5 minutes; After that time and for your security, access will not be allowed and the session will be deducted from your package.

RESERVATIONS AND CANCELLATIONS POLICY

You can make reservations for Prenatal Pilates Sessions through the following means:

1. Directly at Reception

2. Sending a message to our Whatsapp number https://wa.me/525565412322

3. Call us! We will be very happy to hear from you and support you with your reservations.

The cancellation of a Prenatal Pilates Session must be done at least 3 hours before the start of the session, which will be credited back to your package, you can do it by the following means:

1. Directly at Reception

2. Sending a message to our Whatsapp number https://wa.me/525565412322

3. Call us! We will be very happy to hear from you and help you with your cancellation. (remember that the time limit to cancel the session is 3 hours before the start of the session)

Important note: If you cancel the Session after this time (3 hours before the start of the session), the system will consider it as a Late Cancellation, deducting said session from your package.

VALIDITY AND SUSPENSIONS

All Prenatal Pilates packages are valid for one month, which begins on the date of the first session you book in your package.

If you have any health issue that prevents you from continuing Pilates, send us the doctor's rest recommendation and we will suspend the expiration of your package until you have recovered and are ready to continue Pilates.

Important note: Suspensions will only be made for health reasons, if for any other reason you consider that you will not be able to finish your contracted sessions, you can transfer them to someone else to Pilate for you on those days that you will not be able to attend.

RETURNS AND REFUNDS

If after trying our Sessions, you become addicted and want to change your package for one with more sessions, you can do so within 5 days after you made the purchase of your current package, just pay the difference and come to Pilate more times with we.

We do not offer refunds so if for some reason you can no longer continue Pilates with us, you can transfer your sessions to someone else who wants to Pilate with us. We will be very happy to meet your referrals!

POSTURAL PILATES SESSIONS

Postural Pilates Sessions last 55 minutes.

Instructors and Sessions are subject to change without notice.

Check our website www.mindbody.mx or your app to see updates.

The tolerance time to join the Prenatal Pilates Session is 5 minutes; After that time and for your security, access will not be allowed and the session will be deducted from your package.

RESERVATIONS AND CANCELLATIONS POLICY

You can make reservations for Postural Pilates Sessions by the following means:

1. Directly at Reception

2. Sending a message to our Whatsapp number https://wa.me/525565412322

3. Call us! We will be very happy to hear from you and support you with your reservations.

The cancellation of a Postural Pilates Session must be done at least 3 hours before the start of the session, which will be credited back to your package. You can do it by the following means:

1. Directly at Reception

2. Sending a message to our Whatsapp number https://wa.me/525565412322

3. Call us! We will be very happy to hear from you and help you with your cancellation. (remember that the time limit to cancel the session is 3 hours before the start of the session)

Important note: If you cancel the Session after this time (3 hours before the start of the session), the system will consider it as a Late Cancellation, deducting said session from your package.

VALIDITY AND SUSPENSIONS

All Postural Pilates packages are valid for one month, which begins on the date of the first session you book in your package.

If you have any health issue that prevents you from continuing Pilates, send us the doctor's rest recommendation and we will suspend the expiration of your package until you have recovered and are ready to continue Pilates.

Nota importante: Las suspensiones solo se harán por razones de salud, si por alguna otra razón consideras que no podrás acabarte tus sesiones contratadas, puedes tranferirlas a alguien más para que Pilatee por ti en esos días que tu no podrás asistir.

RETURNS AND REFUNDS

If after trying our Sessions, you become addicted and want to change your package for one with more sessions, you can do so within 5 days after you made the purchase of your current package, just pay the difference and come to Pilate more times with we.

We do not offer refunds so if for some reason you can no longer continue Pilates with us, you can transfer your sessions to someone else who wants to Pilate with us. We will be very happy to meet your referrals!

Private Sessions (One on One, Duet and Trio)

Private Sessions last 55 minutes.

The tolerance time to join Private Sessions is 10 minutes; If for any reason, you will arrive later than that time, let us know to inform the instructor of your delay; Your Session end time will not change.

RESERVATIONS AND CANCELLATIONS POLICY

Reservations for Private Sessions can be made by the following means:

1. Directly at Reception

2. Sending a message to our Whatsapp number https://wa.me/525565412322

3. Call us! We will be very happy to hear from you and support you with your reservations.

The cancellation of a Private Session must be done at least 6 hours before the start of the session, which will be credited back to your package, you can do it by the following means:

1. Directly at Reception

2. Sending a message to our Whatsapp number https://wa.me/525565412322

3. Call us! We will be very happy to hear from you and help you with your cancellation. (remember that the time limit to cancel the session is 6 hours before the start of the session)

Important note: If you cancel the Session after this time (6 hours before the start of the session), the system will consider it as a Late Cancellation, deducting said session from your package.

VALIDITY AND SUSPENSIONS

All Private Session packages have a validity of one month (except for packages of 12, 15, 16 and 20 Sessions that have a two-month expiration), which begins on the date of the first session you reserve.

If you have any health issue that prevents you from continuing Pilates, send us the doctor's rest recommendation and we will suspend the expiration of your package until you have recovered and are ready to continue Pilates.

Important note: Suspensions will only be made for health reasons, if for any other reason you consider that you will not be able to finish your contracted sessions, you can transfer them to someone else to Pilate for you on those days that you will not be able to attend.

RETURNS AND REFUNDS

If after trying our Sessions, you become addicted and want to change your package for one with more sessions, you can do so within 5 days after you made the purchase of your current package, just pay the difference and come to Pilate more times with we.

We do not offer refunds so if for some reason you can no longer continue Pilates with us, you can transfer your sessions to someone else who wants to Pilate with us. We will be very happy to meet your referrals!

Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We are Pet Friendly!

At MindBody Pilates Studio we love Dogs, however, not all of our students feel the same.

In order to ensure that everyone has the best experience, we ask for your cooperation with the following:

Your pet:

1. You must have your leash on you at all times.

2. We have Reformers intended exclusively for Pilateros who bring their Dogs located next to the side windows where there is a special mat for them.

3. It should remain tied to a Reformer leg, not in your lap or on the Reformer.

4. While you remain here you must not be fed.

5. Only one dog per person is allowed.

6. Do not bark, our students reserve the right to Pilate in peace.

Thank you for your cooperation!

RESPONSIVE

I\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ declare that I am healthy and that I do not have any disability, illness or impediment that limits me from practicing active or passive exercises that could harm my health, safety or physical condition.

I understand that it is my responsibility and duty to inform the instructor of any pain or discomfort that I experience during or after the session, so that the exercise can be modified by the instructor.

I hereby declare that I release MindBody Pilates Studio (Venecia Cristal Hernández Andalón), its directors, owners, staff, volunteers and others, from any liability, claim, demand, actions or causes of action whatsoever arising out of or in connection with any loss, damage or injury, including death, that may be sustained by the practice of this sport.

I have read this Liability Charges and Assumption of Risk Agreement form, fully understand its terms, and sign it freely and voluntarily.

Firma: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_