



Policies and Procedures

We have a strict 24 hour cancellation policy. In order to avoid being charged, you may remove yourself from a class via the PPC App or an appointment by texting 312-208-1603 (or your instructor directly) before the 24 hour cancellation period.

Payment is due before services are rendered and there are no refunds; but, transferring your package or membership is allowed.

Please remove your shoes in the “foyer” and place them on the black mat instead of the cubbies which are for clothes and then sign in.

We take Visa, MC, Discover, check and cash. The preferred method of membership payment is ACH.

Please do not chew gum or wear clothes with zippers as they scratch and rip the equipment.

Please wear socks and place your phone on vibrate unless you are expecting an important call.

Please wipe down the equipment you used and place it back in it’s starting position.

For classes, we encourage you to schedule ahead through our PPC App as we have limited space.

Pure Pilates Chicago Policies & Procedures

In order to workout at PPC, you must agree to comply with our policies and procedures as listed at the studio, on our website and in this document. These policies and procedures shall supersede any prior understandings, arrangements, commitments whether written, oral, express, or implied. PPC may modify/update these policies on occasion.

All payments for services are to be made to PPC before services are rendered. All services require a 24 hour cancellation to avoid being charged. Refunds are not permitted but you may transfer your membership or package.

You are required to use caution and control at all times. Please make sure you understand how to use an apparatus and the precautions you must take. Come a little early to get centered, stay present and concentrate on you.

Cell phones are not permitted unless, on occasion, you are expecting an important call. Photography and videography are not allowed unless approved. Persons under the age of 18 are not permitted in the studio unless approved. Please do not chew gum as it can be a choking hazard and do not wear zippers as they scratch and rip the equipment.

You are responsible for your actions and your guests' actions. If damage is done to the equipment or studio in general, you will be responsible for paying for the repairs.

You agree to dress modestly, wear socks and wipe down the equipment you used then place it back into its starting position.

You authorize PPC, to contact you by email, telephone or mailing address given to us by you. Please update your info when needed by emailing info@purepilateschicago.com or on the PPC App.

You agree to treat all others with kindness and courtesy. You agree that you shall not use loud or profane language upon the studio premises or over the phone nor shall you badger, assault or harass physically or verbally PPC members, guests, employees or independent contractors. If you engage in such behavior, your package or membership shall be subject to immediate cancellation. You will not receive a refund on your package and the balance of your membership will be declared due and payable in full immediately.

Abuse of the equipment, working out while intoxicated, or other inappropriate behavior may result in the suspension or cancellation of the your package or membership. You will not receive a refund on your package and the balance of your membership will be declared due and payable in full immediately.

You agree that you shall not engage in any type of commercial or business activity while at PPC. You shall not act as an instructor and any acts which constitute such activities are not allowed. If you engage in such activities, your package or membership shall be subject to immediate cancellation. You will not receive a refund on your package and the balance of your membership will be declared due and payable in full immediately.

A \$35 service fee will be charged for any check or draft charge returned.

PPC may be temporarily close holidays, vacation days or sick days. Your package or membership does not change due to these "closed for business" days.

If PPC becomes temporarily unavailable due to an event such as fire, leaks, etc, we will extend your package or membership for the period the studio was unavailable.

You understand that you may be photographed at PPC. You agree to allow your photo, video or likeness to be used for any legitimate purpose by PPC and our marketing company. You acknowledge that you give up all claims of ownership, income, editorial content, and use of such media.

If you do not authorize photography, please sign here: _____ then print and email this form to info@purepilateschicago.com

Using the PPC APP is an easy way to book classes and appointments. Please download the APP and create your own account so you can take control of your schedule.