

## **SELF CORE PILATES REFORMER STUDIO**

### **MEMBERSHIP AGREEMENT & BILLING AUTHORIZATION**

**Effective Date:** May 2026

This Membership Agreement ("Agreement") is entered into between Selfcore Pilates Reformer Studio ("Selfcore"), operated by In Balance Group LLC, and the undersigned Member.

By signing this Agreement, Member agrees to all terms and conditions set forth below.

#### **MEMBERSHIP TERMS**

Membership benefits begin upon activation and remain active until canceled in accordance with this Agreement.

Memberships are personal and non-transferable and may not be shared, assigned, sold, or used by any other individual.

Unused classes do not roll over unless specifically stated in the membership description.

Membership privileges are subject to current studio policies, scheduling availability, and studio capacity limitations.

#### **MEMBERSHIP ACTIVATION DATE**

The Member acknowledges that membership benefits begin upon the Member's first attended class rather than the date of purchase.

The initial billing cycle may be adjusted by Selfcore Pilates Reformer Studio to align with the Member's first attended class.

Future recurring payments will be processed based on the adjusted renewal date established by Selfcore.

#### **RECURRING BILLING AUTHORIZATION**

By signing this Agreement, I authorize Selfcore Pilates Reformer Studio and its payment processor to automatically charge my credit card, debit card, or other approved payment method on file for:

- Membership fees
- Class packages

- Late cancellation fees
- No-show fees
- Retail purchases
- Workshop registrations
- Special events
- Any authorized charges associated with my account

I understand that:

- Membership payments are recurring and automatically renew.
- Charges will continue until my membership is properly canceled.
- It is my responsibility to maintain a valid payment method on file.
- Failed payments may result in suspension of membership privileges.

This authorization shall remain in effect until canceled in accordance with this Agreement.

## **MEMBERSHIP RENEWAL**

Memberships automatically renew on the Member's designated billing date.

The renewal date may be adjusted by Selfcore Pilates reformer Studio to align with the Member's first attended class.

Selfcore Pilates Reformer Studio reserves the right to modify membership pricing upon thirty (30) days' notice.

Any pricing changes shall apply prospectively only.

## **FOUNDING MEMBERSHIP TERMS**

The Founding Membership program is a limited introductory promotion.

Members enrolled in a Founding Membership acknowledge and agree that:

- Founding Membership pricing is limited in quantity and availability.
- Founding Memberships are promotional rates available only during the initial launch period.
- If a Founding Membership is canceled for any reason, including voluntary cancellation, failed payment, membership freeze expiration, or membership termination, the Member permanently forfeits the Founding Membership rate.
- Re-enrollment at the Founding Membership rate will not be permitted.
- Any future membership purchase shall be subject to current standard membership pricing.

## **CANCELLATION POLICY**

Members may cancel their membership at any time.

To avoid the next billing cycle, cancellation requests must be submitted in writing at least seven (7) days before the next scheduled renewal date.

Cancellation requests may be submitted:

- By email
- Through the member portal (if available)
- In writing to studio management

No refunds will be issued for membership fees already processed.

Membership access remains active through the end of the current billing period.

## **FREEZE POLICY**

Members may request a temporary freeze for medical reasons, military service, extended travel, or circumstances approved by Selfcore Pilates Reformer Studio management.

- Minimum freeze period: 30 days
- Freeze requests must be submitted in writing
- Supporting documentation may be required

Membership payments will automatically resume upon expiration of the approved freeze period.

## **FAILED PAYMENT POLICY**

If a recurring payment is declined or otherwise unsuccessful:

- Selfcore Pilates Reformer Studio may reattempt payment.
- Membership access may be suspended.
- Outstanding balances must be paid before attending future classes.
- Selfcore Pilates reformer Studio reserves the right to terminate membership for repeated payment failures.

## **CLASS RESERVATION POLICY**

Reservations are required for all classes.

Class availability is not guaranteed and is subject to studio capacity limitations.

Members are responsible for managing their reservations through the studio booking platform.

### **WAITLIST POLICY**

When a class reaches capacity, Members may join a waitlist.

If a reservation becomes available, Members may be automatically added to the class based on waitlist order and booking system functionality.

Members are responsible for monitoring:

- App notifications
- Email notifications
- Text notifications
- Reservation status

Once moved from the waitlist into a class, all cancellation, late cancellation, and no-show policies apply.

Selfcore Pilates Reformer Studio is not responsible for missed notifications.

### **LATE CANCELLATION POLICY**

Members must cancel at least twelve (12) hours before class start time.

Cancellations made less than twelve (12) hours before class are considered Late Cancellations.

Current Late Cancellation Fee: \$15.00

Selfcore Pilates Reformer Studio reserves the right to modify fees at any time.

### **NO-SHOW POLICY**

Failure to attend a reserved class without canceling is considered a No-Show.

Current No-Show Fee: \$20.00

For class-pack holders, the reserved class may also be deducted from the account balance.

Selfcore Pilates Reformer Studio reserves the right to modify fees at any time.

## **REFUND POLICY**

All sales are final.

No refunds shall be issued for:

- Membership fees
- Class packages
- Workshops
- Events
- Retail purchases

Unused classes, missed classes, vacations, relocation, illness, scheduling conflicts, or personal circumstances do not entitle the Member to a refund.

## **STUDIO RULES**

Member agrees to:

- Wear grip socks during all classes.
- Follow instructor directions at all times.
- Use equipment only as instructed.
- Arrive prior to class start time.
- Respect instructors, staff, equipment, and fellow members.
- Maintain appropriate conduct within the studio.

Selfcore Pilates Reformer Studio reserves the right to deny participation or terminate membership for behavior that jeopardizes safety or disrupts studio operations.

## **ASSUMPTION OF RISK**

Member acknowledges that participation in Reformer Pilates classes, Tower Pilates classes, private training sessions, workshops, special events, and any future fitness or wellness services offered by Selfcore Pilates Reformer Studio involves inherent risks of injury.

Member voluntarily assumes all such risks.

Member further acknowledges execution of the Selfcore Pilates Reformer Studio Liability Waiver and Release Agreement.

## **CHARGEBACK POLICY**

Member agrees not to initiate a chargeback or payment dispute for any valid charge processed pursuant to this Agreement.

In the event of a chargeback, Selfcore Pilates Reformer Studio reserves the right to:

- Suspend membership privileges
- Recover outstanding balances
- Recover reasonable collection costs and legal fees where permitted by law
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#### **RIGHT TO MODIFY SERVICES**

Selfcore Pilates Reformer Studio reserves the right to modify:

- Class schedules
- Class formats
- Instructors
- Operating hours
- Studio services
- Equipment availability

Such changes shall not constitute grounds for cancellation, refund, chargeback, or breach of this Agreement.

#### **COMMUNICATION CONSENT**

By providing my contact information, I consent to receive communications from Selfcore Pilates Reformer Studio, including:

- Appointment reminders
- Billing notifications
- Membership updates
- Promotional announcements
- Studio news and events

I understand that I may opt out of marketing communications at any time.

#### **GOVERNING LAW**

This Agreement shall be governed by the laws of the State of Texas.

Venue for any legal proceeding shall be Cameron County, Texas.

#### **ENTIRE AGREEMENT**

This Agreement constitutes the entire understanding between Selfcore Pilates Reformer Studio, In Balance Group LLC, and the Member regarding membership participation and billing authorization.

Any amendments must be made in writing by Selfcore Pilates Reformer Studio.

## **ACKNOWLEDGMENT**

I acknowledge that:

- I have read this Agreement in its entirety.
- I understand all terms and conditions.
- I authorize recurring charges to my payment method on file.
- I agree to comply with all studio policies.

## **Contact**

For membership changes or cancellation requests:

Email: [info@selfcorepilates.com](mailto:info@selfcorepilates.com)

Website: [www.selfcorepilates.com](http://www.selfcorepilates.com)

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Your Signature