



**SPARK**

2773 100<sup>th</sup> Street  
Urbandale, IA 50322

# Studio Policies

SPARK is a welcoming, supportive and inclusive place where everyone can feel right at home, regardless of age, skill level or body type. Our studio is a beautiful and warm environment, and we are honored that you have chosen us.

- Cancellation policy: We hold a firm 24 hour cancellation policy for all private & duet appointments for yoga, barre, and fitness sessions, and for all Pilates apparatus classes. For our Pilates mat, barre, fitness and yoga group classes, we hold a 12 hour cancellation policy. If you are unable to cancel within these times or do not show up for your class or appointment, you will be charged for that session or have a session deducted from your account. Please cancel your appointment online or contact us at the studio
- Time slots can be guaranteed with monthly memberships or apparatus packages. Inconsistent attendance, (less than 90% of use) may result in the loss of a standing appointment time slot, regardless of advanced cancelation notice.
- As the Studio is often scheduled with back to back appointments, if you arrive late, lost time will not be made up at the end of the session
- Instructors' class and private availability schedules are subject to change.
- Please spray and wipe down equipment after use.
- All sales are final and we cannot offer refunds. Please check the expiration dates of our classes and appointments before purchasing. All apparatus package purchases expire in 1 year (365 days). Class packages expire in 6 months. All new client and single class & appointment options expire in 90 days. New Client options can only be purchased once
- Please turn cell phones to the 'silent' position while in the studio
- Please refrain from wearing shoes worn outside in the studio. We have grippy socks available for loan or purchase, and you may choose to bring studio shoes to wear when training.
- For safety reasons, please do not bring unsupervised children to the studio.
- We are not responsible for any lost or missing items.