



ESSENCE

PILATES

Terms & Conditions – Essence Pilates Combos, Memberships & Packages

Intro Packs – Essential & Complete

What's Included

- Essential Pack:
1 Apparatus class + 1 Mat class – valid for 14 days
- Complete Pack:
1 Private session + 1 Apparatus class + 1 Mat class – valid for 21 days

Validity & Conditions

- Validity begins on the date of purchase
- Each Intro Pack can be purchased only once per person
- All credits must be used within the specified validity period
- Non-refundable, non-transferable, and non-extendable

Private Session Scheduling

- The private session included in the Intro Pack Complete must be scheduled via email or WhatsApp, subject to teacher availability
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Combo Flex Solo – 30-Day Membership

What's included

- 4 Apparatus class credits
 - 4 Mat class credits (via linked subscription)
 - Designed for those seeking flexibility without a long-term commitment
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Validity

- Valid for 30 consecutive days starting from the date of purchase
 - Unused credits expire at the end of the 30-day period and cannot be carried over
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Renewal & Extension

- This membership does not auto-renew
 - It is not extendable, regardless of missed sessions or travel
 - This membership is not eligible for freezes or pauses
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Purchase Terms

- Non-refundable, non-transferable, non-extendable.
 - Can only be used by the original purchaser
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Additional Notes

- Booking and cancellation policies apply as outlined in the studio's general Cancellation Policy section
 - All sessions must be scheduled and used within the 30-day validity period
 - This membership is subject to studio availability and class capacity
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Combo Flex Routine – Auto-Renew Membership

What's included

- 4 Apparatus class credits
 - 4 Mat class credits (via linked subscription: combo Flex Routine Mat Class)
 - Designed for those seeking flexibility with a consistent monthly rhythm
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Validity

- Valid for 30 consecutive days, starting from the date of purchase
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- Unused membership credits will automatically roll over as extra credits, valid for an additional 30 days. These extra credits will expire after this additional period.
 - These extra credits do not affect the next billing or renewal cycle
 - Example: If you use only 7 credits in a 30-day cycle, 1 credit is carried over and available for use in the following 30 days
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Renewal & Cancellation Policy

- This membership renews automatically every 30 days, unless canceled before the next billing cycle
 - Example: If purchased on August 10th, the next billing occurs on September 9th
 - To cancel, you must contact us via email only at hello@essencepilates.lu
 - Requests through other channels (e.g. WhatsApp, Instagram, in-person) will not be considered valid
 - Cancellation must be requested at least 5 days before the next billing date to avoid the next charge
 - This membership is not eligible for freezes or pauses
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Payment Terms

- Available for purchase via credit/debit card, Apple Pay, or Google Pay only
 - This membership is non-refundable, non-transferable, and non-extendable
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Payment Failure Policy

- A payment failure occurs when the transaction is declined by the customer's bank or card issuer (e.g., insufficient funds, expired card, incorrect info)
- The system will attempt to retry the payment up to 3 times, every 2 days
- After the first failed attempt, the customer receives an automatic email notification to update payment details
- If all retry attempts fail or if cancellation is requested, the membership is canceled and all future bookings are voided

Usage & Credit Policy

- You may book all 8 included sessions in advance within each 30-day cycle
- If you use all credits before the cycle ends, you can purchase additional credits at the same flat rate as your active membership
 - If these additional credits are canceled, they follow the Drop-in Class validity (typically 14 days)
- All bookings are subject to class availability and studio capacity



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Class Packages

Validity

- 5-class packages are valid for 8 weeks from the date of the first booking
 - 10-class packages are valid for 15 weeks from the date of the first booking
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Terms

- Packages are **non-refundable, non-transferable, and non-extendable**
 - Please **check expiration dates** carefully before purchasing
 - **Extensions** are only granted upon presentation of a **valid medical certificate**
 - In the case of official studio closures lasting **more than 7 consecutive days**, the validity will be **automatically extended** to cover the full duration of the closure
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Private & Duet Session Packages

Validity

- **5-session packages** are valid for **10 weeks** from the date of the **first booking**
- **10-session packages** are valid for **18 weeks** from the date of the **first booking**

Terms

- Packages are **non-refundable, non-transferable, and non-extendable**
- Please **check expiration dates** carefully before purchasing
- **Extensions** are only granted upon presentation of a **valid medical certificate**
- In the case of official studio closures lasting **more than 8 consecutive days**, the validity will be **automatically extended** to cover the full duration of the closure