

Studio Policies

Please read!

1. Cancellations (Extremely important!) require notice at least 24 hours in advance of a scheduled appointment or class. Your account will be charged for cancellations with less-than 24-hours notice or for missed appointments, *whether prepaid or reserved without payment.*
2. Drop-in Policy - Clients are welcome to drop in to class, but here are the parameters:
 - a) Drop-in clients may take a spot in class if there is space available. Pre-registered clients have until 5 minutes past the start of class to take their spot. The instructor teaching the class will let the drop-in client know when s/he can join the class and begin using equipment. Drop-in clients should not use equipment until then.
 - b) If, at 1 hour before a class time when online registration closes, there are no clients registered, then the class is considered **cancelled**. In these instances, it will not be possible to "drop in."
- 3) No-show for class - Your spot in class is yours, but if after 5 minutes past the start of class you are not here, "drop-in" clients will be permitted to take a spot in class.
- 4) Email Opt-in/Opt-out - If you chose to "opt-out" of receiving emails, then you may not get important information you need to know, such as moved from the wait-list and officially registered for the class, as per your intent, or emergency cancellations. This is your choice and your responsibility. (Not sure? Login, Go to My Info, and review your personal preferences.)
- 5) New clients will be asked to sign a liability waiver, and to fully disclose any injuries or physical limitations before taking a class or private session. Clients who have recently had surgery may be asked for their doctor's or physical therapist's consent before practicing Pilates.
- 6) Please arrive 5 minutes before the start of class for an on-time class start, and especially when payment is owed for the class/session you are taking.
- 7) Turn off cell phones or switch to silent.
- 8) No children allowed in the studio.
- 9) No perfumes or heavily scented lotions.
- 10) Cancellation policy - In case you missed #1 we really want you to know that cancellations require notice at least 24 hours in advance of a scheduled appointment or class. Your account will be charged for cancellations with less-than 24-hours notice or for missed appointments *whether prepaid or reserved without payment*. Small group training entails a higher level of commitment than other exercise formats and we can't function without it.