

POLICIES & ETIQUETTE—PILATES REFORMER

- Pilates Reformer machines are only accessible through group or private class formats. Both options require pre-registration.
- Classes are booked on a first come first serve basis and may not be scheduled more than six months in advance.
- All clients new to Pilates must complete an introductory class prior to scheduling a group class.
- Pilates group classes are 55 minutes in length, unless stated otherwise on class schedule.
- Member and non-member pricing are available. To receive member pricing, client's membership must be active at time of purchasing, scheduling and attending.
- A credit card, completed EFT Form, and Pilates Consent Form must be on file prior to scheduling an appointment-regardless of payment method. This includes those paying with a Series Sales Package, gift card, or gift certificate.
- Pilates participants must check-in at the Front Desk and pay for the appointment prior to attending class.
- All Pilates appointments require a minimum notification of 24-hours for changes and/or cancellations. The full price of the Pilates session will be charged for changes/cancellations with less than 24-hour notice or failure to show up for an appointment.
- Pilates packages are non-refundable, expire 12 months from the date of purchase, and may not be shared.
- If purchasing as a gift the service must be purchased at the recipient's rate.
- It is the client's responsibility to remember their scheduled appointment.