



Studio Policies

All sessions are approximately 55 minutes in length

All group class sessions are subject to a 24hr cancellation policy (via text and email) if only one participant is signed up.

Grip socks are required for your safety and hygiene, please launder after each use

Please arrive no more than **5 min before** your scheduled class or appointment start time.

Our studio will only be using the new Balance Body Vinyl-covered straps for Reformers, Pilates Chairs, CoreAlign, and Trapeze Table. The non-porous vinyl covering allows for complete cleaning.

We have studio towels for your one-time use while at the studio all washed in HOT on Sanitize Cycle.

No cell phone usage during all Pilates sessions, please silence your phones before entering the studio

Pilates Starter sessions required (if new to Pilates) prior to joining group classes. It includes 3 private sessions for orientation to the apparatus and safety + 2 group classes

All sessions are non-refundable and non-transferable with a 3 day "oops" refund policy

Private Pilates/Physical Therapy missed appointment or late cancel fee (within 24 hour window) will result in a \$50 fee and classes will be charged at the regular class price

Pre-payment credit card preferred method to minimize contact points.

5 and 10 packs have a 6-month expiration and 20 pack has a 12-month expiration

If at checkout, you do not have class credits on your account, we will charge a DROP IN class charge and reach out to you to assist in purchasing a class package moving forward.

Messages left on the business line will be returned within 24 business hours.

To avoid congestion at the front desk, please email us at support@renewPTpilates.com with your questions or concerns and we will contact you as quickly as we can in response



Receipt of Studio Policies Information

CLIENT NAME (print): _____

SIGNATURE: _____

DATE: _____

Revised 6/22