



Studio Policies

All sessions are approximately 55 minutes in length

All group class sessions are subject to a 24hr cancellation policy (via email and voicemail)

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

Arrival Policy: Arrive no more than **5 min before** your scheduled class/appointment time. See separate Covid-19 policies and procedures for more details

Our studio will only be using the 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, but if you prefer you may bring your own towels from home. All our linens are 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 class packages have a 6-mo expiration and 20 class packages have a 12-mo expiration

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

To avoid congestion at the front desk, please call or email with your questions or concerns and we will contact you as quickly as we can in response

If you need a prompt response, email support@renewPTpilates.com as we are often able to access email between sessions during business hours



Receipt of Studio Policies Information

CLIENT NAME (print): _____

SIGNATURE: _____

DATE: _____