

Passport Pilates Studios

STUDIO ETIQUETTE

The staff here at **Passport Pilates Studio** wants you to have a positive, rewarding experience in a safe, serene and supportive environment. In order for us to deliver a positive experience to all clients, we ask that you review this information. These policies are for your protection, privacy, sanitation and enjoyment. Please have respect for the space as well as those within it.

Arriving at the studio ... Arriving on time is necessary for proper warm-up & injury prevention.

Since Pilates is about the body-mind connection, we ask that you please be aware of your noise level so not to disturb sessions already in progress. Please remain in the waiting area until your instructor invites you into the studio.

Please place your cell phone on silent or vibrate before entering the studio.

We do not recommend arriving for your work out on a full stomach. Please allow your body a minimum of 2 hours for digestion after eating before working out.

Be sure to inform your instructor of any recent changes in your health conditions such as neck, back or joint injuries or discomfort, heart disease, high blood pressure, recent surgery and pregnancy. All instructors are familiar with your health history that is on file. Please help us to stay abreast of what is currently happening with your body so that you can avoid injury and receive the optimum benefits of your Pilates work out.

Attire... Please dress in comfortable clothing that allows you to move and breathe freely. Form fitting clothing is encouraged but not required in order to help your instructor be certain that your body is in proper alignment.

Gentlemen, if you choose to wear shorts to workout, please wear fitted biking shorts underneath them.

Long hair should be secured to avoid getting it caught in equipments.

Pilates is performed in socks. Due to Board of Health regulations, bare feet are not allowed. We highly recommend Toe Sox or socks with non-slip soles. ***Please consider investing in a pair of "Toe Sox" with a non-slip sole, which can be purchased here for \$14.***

In consideration of those clients who have allergies, please refrain from wearing perfume, fragrances, and cologne. For your safety, please do not wear any scented body lotion before coming to work out !

We love kids, but we do not provide child care. Please do not bring your little ones to the Pilates studio as we cannot be liable for them. If the child is older and can quietly amuse him/herself while you workout, we will permit them to do so. Please always check with us before bringing children in !

Prior to start of session...

Please check your Reformer Settings...Footbar Placement, Strap Length, Spring Tension, etcetera...

No food or drink other than tightly capped bottle water on the studio floor.

Chewing gum in the studio can be hazardous and should be avoided during your session.

At end of session . . . Spray your paper towel with disinfectant and wipe down your equipment and props.

Please be sure to put all reformer parts back in the position you found them so that they are ready to go for the next group. Return all props to their storage location.

Expiration Date...Unless higher approval is received, all sessions have an expiration date which is clearly marked on your purchase receipt as well as on your MindBody web scheduler account.

Print Name _____

Signature _____

Date _____

TURN OVER FOR POLICIES...

Cancellation Policy

The client will not be charged if the studio is given notification of the cancellation a full 24 hours in advance of the appointment time. Cancellations can be received via email, a telephone message or via the web-scheduler.

When you purchase Pilates sessions we make a reservation for you. We understand life happens and changes may need to be made to your class reservations. Prior to 24 hours there will be no penalty or charge for cancellation.

We will adhere to a strict 24-hour cancellation policy for all group, private and semi-private instruction. All late cancellations and no-shows will be charged at your purchase rate. All payments are non-refundable.

PASSPORT PILATES, LLC reserves the right to change instructors without notification.

Waitlist Policy

Our on-line scheduler is equipped with a waitlist option. The waitlist option is fully managed by the client. We *highly recommend* that you only use this option if you are willing to check your email as well as your on-line schedule up to 24 hours prior to class. If you are put in the class, an email is sent to you within 2 minutes of getting into the class. It is then your responsibility to early cancel the class if you no longer want that time OR early cancel your second choice class you had scheduled. Again, we recommend that ONLY very organized people only use this system.

This is how the waitlist works:

Within 24 hours of your waitlisted class, if the class becomes available we will telephone you to offer you the class. If we cannot speak with you and verbally confirm by phone, we will offer the class to the next waitlisted client.

If you verbally confirm with us and no show...you will be charged.

Payments and Purchases:

All clients are required to prepay to secure reservations. Reservations will be taken on a first come, first serve basis. *Pilates for Life* clients are given first preference on schedule due to their yearly commitment. All purchases are non-refundable but can be transferred & used within the expiration date. All session packages and memberships have an expiration date & must be used within that date.

Questions and Concerns:

Marybeth Tom is our Passport Pilates Studio Manager and has calling hours which are listed on our Web scheduler. If it is not possible to contact her at this time, please leave her an email or message and she will return your phone call.

If you have any complaints, please telephone versus trying to express them in between classes. We only have five or ten minutes between our classes which makes it difficult for us to give the matter the attention and time it might need.

I affirm that I have read, understand and agree to the above:

Signature _____ **Date** _____

