

## Frequently Asked Questions

### **Do I need to start with a beginner class?**

We strongly encourage beginning your pilates practice with a Level 1 (Beginner's) class or a private session with one of our instructors to get a feel for the reformer, proper form, and to be able to move ahead and feel comfortable in our ***All Levels & Level 2 classes***.

### **Do you have an offer for first time clients?**

Yes! First time clients receive an option for a one-time 3 class package. (3 for \$80)

### **Why am I required to wear grip socks while practicing pilates at the studio?**

First and foremost, safety! During your practice, you'll rely on the grips of your socks to keep you steady and from slipping in many positions. Also, to keep things clean, I don't want to be thinking about whose feet were last in the straps my hands are now in to serve that platter. You feel me?

### **Can I share my membership?**

No, we don't allow membership sharing, but you can go in on a package with a friend or family member and share that! Pilates is always more fun with friends and fam!

### **Do you require Vaccination or masks for studio entry?**

At this time, per CDC & LA County guidelines, vaccinations checks and masks are not required. Wearing a mask while indoors is optional, but highly recommended. We do provide masks upon request. If you are sick or have been exposed to someone with COVID-19, please cancel

your class or appointment in advance in consideration of our staff and client's health. We want to keep you safe and pilates strong! We appreciate your support.

### **Where can I find parking at your Larchmont location?**

There's lots of available metered street parking on Larchmont Boulevard in addition to 1 hour parking on the neighborhood streets surrounding the studio. Please do not park in the employee parking lot behind the studio. This parking is strictly for staff and gets very tight for all of the tenants in the building. We appreciate your compliance in advance.

### **What should I expect for my first visit to the studio?**

Please arrive 10 minutes before class or appointment start time to get familiarized with the studio and go over new client protocols.

### **What happens if I run late to class?**

For your safety, please arrive ON TIME to your scheduled class or appointment. If you arrive after **5 minutes** of the scheduled class or appointment start time, you forfeit your class. Your slot will be offered to the next client on our Waitlist. You may not be refunded for this class.

### **What is your waitlist policy:**

If you are added to a waitlist, you are agreeing to fill a spot in the class if it becomes available. You are responsible for either attending or being considered a late cancel/ no show if you do not attend. All cancellation fees and policies apply to waitlist clients as well.

### **What is your Cancellation Policy:**

Classes must be canceled **12 hours** in advance to avoid a \$15 late cancel/no show fee. Classes may be canceled online or by calling the studio directly. This time period of cancellation will allow another client the option to attend class. Clients with packages and private sessions will lose the class/session. Monthly/Unlimited clients will be charged a \$15 late fee. This does NOT apply to ClassPass members as they have their own contract with ClassPass that they must adhere to. No refunds will be given.

### **How long are private sessions?**

Private Sessions are 50 minutes in duration.

### **What is your policy for pregnant clients?**

Pregnant clients (any stage) must provide a doctor's note prior to or at the time of taking class. We reserve the right to cancel a booked class without proper documents.