

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 discounted one-time 3 class package in LA and Buy 1 Get 1 Free in SD.

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!

Where can I find parking at your Los Angeles (Melrose) location?

There's lots of available metered street parking on Melrose in addition to 1 hour parking on the neighborhood streets surrounding the studio. Please do not park in the employee parking lot. This parking is strictly for staff and

gets very tight for all of the tenants in the building. We appreciate your compliance in advance.

Where can I find parking at your San Diego (La Mesa) location?

There's lots of available metered street parking on La Mesa Blvd. in addition to street parking in the neighborhood.

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

Please arrive 15 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.

Do you offer Military or First Responder discounts?

Military and First Responder Discounts: In appreciation of our service women and men, we offer a 15% discount— in studio—to all active, reservist, veteran, and retired US military personnel, in addition to all active First Responders and the spouses and dependents of both First Responders and active personnel. Must be purchased in studio upon verification.