



Restore Mobility, Decrease Pain,  
Restore Function, Improve your Life

## Studio Policies\*

**Reservations:** Required for Pilates Equipment Classes (Tower and Reformer) to guarantee your space in class. 4 person maximum in a Tower class and 4 person maximum in a Reformer.

\*To make a reservation online:

1.) go to [www.freemovementpilates.com](http://www.freemovementpilates.com), scroll down to bottom of home page and click on **blue button** to schedule w/ **MIND BODY online scheduler**. Sign into your account using your username (email address) and set a password. Reset password if needed. DO NOT CREATE ACCOUNT if you have taken a class at the studio. You already have an account in system, and this will create duplicate accounts. Contact Karly at 518-275-2644 if you have difficulty accessing our MINDBODY scheduler.

**Cancellation Policy:** We request 12 hour notice if you need to cancel your reserved spot in a class. Log onto your account to cancel at least 12 hours in advance to “early cancel” your reservation and avoid being charged for the class. “Late Cancels” (less than 12 hours) result in being charged for your session. Please contact the instructor via cell or email (ask instructor preferred contact method) if you are can not cancel online. This will enable the instructor time to offer the spot to another client or decide if class is cancelled if minimum required is not signed up (for equipment classes only, see below).

### **Discounted Private Offer (for equipment classes):**

**Duet:** If a member of your duet cancels, the other member will be notified and have the option to keep the session and pay for a discounted\* private session

**Tower/Reformer Classes (Min. 2):** The instructor may opt to cancel class if the minimum number of clients has not been reached. The instructor may also contact the single person signed up and offer them a discounted\* private session or the option to cancel class with no charge.

*\*Discounted session rates are at discretion of instructor and range from \$50-65 (Reg. \$60-80)*

**Weather Cancellation Policy:** We do not automatically follow the Bethlehem Central public school system’s lead when determining if the studio needs to close or class needs to be cancelled. In the event we do cancel classes due to the weather, the instructor will call or text private, duet, trio, or tower clients. The primary way of notifying clients of cancellations is by:

- 1.) canceling classes in our MINDBODY online scheduler, which you can view by clicking on link on HOME PAGE of [www.freemovementpilates.com](http://www.freemovementpilates.com)
- 2.) sending out a constant contact email. If you are signed up on MindBody, the instructor will often notify you personally via phone or text.

\*Please note policies are enforced at the discretion of each instructor. So please communicate directly with your instructor to determine how they prefer to be contacted, handle cancellations, and reservations.



