



Studio Policies (Your copy to KEEP)

Reservations:

Required for Pilates Equipment Classes (Tower and Reformer) & Mat Classes to guarantee your spot.

How to Reserve a Class Online:

1. Visit freemovementpilates.com
2. Click the blue button that says “**Book Pilates Class**”
– or –
Go to the **Schedule** tab in the website navigation
3. **Browse the Calendar**
 - a. Choose a date to see available classes
 - b. Use filters (e.g., by teacher or class type) to narrow your options
4. **Book your class** by selecting your preferred time and follow the prompts
5. **Private or Duet Sessions:**
 - a. Schedule directly with your instructor
 - b. To find instructor contact information:
 - i. Go to freemovementpilates.com
 - ii. Click on Pilates in the top menu
 - iii. Select Instructors from the dropdown

Cancellation Policy:

We kindly request **at least 12 hours’ notice** if you need to cancel your reserved spot in a class.

1. To cancel, please **log into your account** and cancel your reservation at least 12 hours in advance to qualify as an “**Early Cancel.**” This will ensure you are **not charged** for the class.
 - a. To access your account, visit freemovementpilates.com, click on “My Account”. Once signed in click on “Schedule” to see the classes you are registered in. To cancel a class, simply click the “**Cancel**” button next to the session.
2. Cancellations made **less than 12 hours before the class** are considered “**Late Cancels**” and will result in **being charged** for the session.
3. If you are unable to cancel online, please **contact your instructor directly** via their **preferred method (cell or email)**. This allows the instructor time to offer the spot to another client.

Discounted Private Offer (for Duet Sessions or Equipment Classes)

If only one participant is available for a scheduled Duet or Equipment Class (min. 2 students for a duet or Pilates class), the following options apply:

1. The instructor may offer the solo client:
 - a. A discounted private session*, **or**
 - b. The option to cancel without charge.

*Discounted private session rates are at the instructor's discretion and typically vary based on session type and typically range from \$70-\$90 (Reg. Private Rate: \$75-\$110)

Weather Cancellation Policy:

Please note: We do **not** automatically follow Bethlehem Central School District closings.

In the event we do cancel classes due to the weather, the instructor will call or text their private and semi-private clients.

For Class Cancellations:

1.) Classes will show up as "Cancelled" when you view the class schedule in your account, and you will receive email notifications when the instructor cancels the class. Your instructor may text or call you in the event they have to cancel class last minute.

***All policies are enforced at the discretion of each instructor, as they operate as independent contractors.** We recommend confirming directly with your instructor regarding their contact preferences, as well as their specific procedures for cancellations and reservations, as these may vary from one instructor to another.