



## 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. 7 person maximum in a Tower class and 5 person maximum in a Reformer.

**To make a class reservation online:**

1.) Go to <https://freemovementpilates.com/> and click “[Link to Jane booking site](#)” on the home page. From there, choose the type of class you’d like to take—such as Tower or Reformer—or select the instructor you wish to book with. Once you’ve made your selection, choose your preferred date and time. If you have taken a class at the studio before, **do not create a new account**, as you already have one in the system and creating another will result in duplicates. Please note that private sessions and duets should be scheduled directly with your [instructor](#).

**Cancellation Policy:** Your appointment time is reserved just for you. A late cancellation or missed visit leaves a hole in the practitioner's day that could have been filled by another patient. As such, we require 24 hours notice for any cancellations or changes to your appointment. Patients who provide less than 24 hour notice, may be charged a late cancellation fee or no show fee to the card on file. Please discuss fees directly with your practitioner/instructor. These fees will go directly to your provider, as their time is valuable and they may have been able to fill the spot with someone else.

**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 canceled. 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 JANE online scheduler, which you can view by clicking on link on HOME PAGE of [www.freemovementpilates.com](http://www.freemovementpilates.com)
- 2.) If you are signed up on Jane, the instructor will often notify you personally via phone or text if they need to cancel. Please discuss this directly with your instructor.

*\*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*