



Studio Policy for Mat Pilates Classes

Arrive Early

Please do your very best to arrive early to allow you time to set up your mat and to get situated.

Silence is Golden

Unless it is an emergency, please leave your cell phone and any mobile devices on silent and tucked away in your bag. Should you have questions or comments during class, please wait until class has concluded. If your cell phone and other media devices need to be charged, please do so **PRIOR** to coming to class.

If you do not have child or pet care, please do not bring your child or pet to class. Out of respect and consideration to other participating students, your instructor, and the facility, please arrange for child or pet care **PRIOR** to planning or attending a Pilates Whole Body mat Pilates class.

If you need to eat or snack, please do so PRIOR to coming to a Pilates Whole Body mat class.

Deferring your conversations, comments, or questions is a courtesy to your fellow students and your instructor. One of Pilates Whole Body's goals is to provide a positive Pilates experience for each participant. If you have any comments or questions, please feel free to email them to pilateswholebodysd@gmail.com.

Injuries and Specific Needs

If you have any injuries or any particular pre-existing conditions, please let your instructor know in advance **before you register** for a group mat Pilates class. Pilates Whole Body would like you to have the best Pilates group class experience and informing your instructor ahead of time of any injuries will help your instructor, if possible, tailor the group workout to your specific needs as best can be done in a group class environment. In a group environment, general modifications for most Pilates exercises can be made to make an exercise more accessible to help you avoid exacerbating any pre-existing conditions.

Note if your specific need cannot be addressed in a group class environment, then a [private 1:1 Pilates session](#) is another option.

Sick Policy for Pilates Classes

Pilates Whole Body (PWB) understands that illness can occur unexpectedly, and PWB wants to ensure that both our clients and instructor maintain a healthy environment.

Notice of Absence - Notify Pilates Whole Body (PWB) as early as possible. If you are feeling unwell and cannot attend class, please notify PWB as soon as possible. A text or phone call is preferred to ensure your message is received immediately. If you cannot reach PWB by phone, please follow up with a text 605-872-2297 or email pilateswholebodysd@gmail.com.

Health Considerations – Pilates Whole Body encourages all clients to prioritize their health. If you are experiencing symptoms such as coughing, sneezing, or fever, please refrain from attending class to prevent the spreading of illness to others.

Clean up your space

Before you leave, please clean up your space and don't forget to check the area around your area to make sure you don't leave any of your valuables behind.

No Soliciting

Please do not solicit your business service or product at a Pilates

Whole Body (PWB) class. You are welcome to discuss your business outside of Pilates Whole Body (PWB) classes. If you are interested in presenting your product or service specifically to Pilates Whole Body, please email PWB: pilateswholebodysd@gmail.com. Thank you.

Class Set Purchases

To ensure that everyone receives the full benefit of PWB's mat classes, a policy is in place regarding attendance and pricing.

Each monthly package is designed for four weekly 45-minute sessions and the price is set for 4-weekly classes.

If you are unable to attend all four weekly classes, then note that the pricing is as follows and is confined to be redeemed within the month. **There are no split months.**

- A single drop-in class is \$20+tax

*Prices are subject to change without notice.

PLEASE review the class dates, days and times BEFORE you sign up for an online or in-person mat Pilates class as **there are no returns, exchanges or make-up classes.** Thank you.

Weather Policy

If weather prevails due to severe hail, snow, winds, fire, etc, then the group mat class will be cancelled and an online recorded mat Pilates make-up class will be provided. If a power outage is occurring, then once power is restored, the recorded class will be

emailed to you and access to view the class will expire within 24 hours.

Notice of cancelled class:

If an unforeseen circumstance arises causing Pilates Whole Body to cancel a group mat class (weather, illness, etc), then an email will be sent. **Please check your email.**

Hours of Operation:

Pilates Whole Body's (PWB) business hours are 9 am – 5 pm Monday through Friday. The best way to reach PWB is by email: pilateswholebodysd@gmail.com.

Pilates Whole Body reserves the right to refuse service to ensure the comfort and safety of all our guests.