



STUDIO POLICIES & GUIDELINES

Thank you for your interest in Pilates and our studio.
To ensure that all Excel clients have a positive and safe Pilates experience,
please read all of the following policies and guidelines. Thank you!

SCHEDULING APPOINTMENT BASED SESSIONS: One on One sessions can be scheduled up to 12 hours in advance and can be done on line or through the studio. Duet and Small group appointments must be made through the studio only. This is to ensure that you are matched with an appropriate level partner or small group.

SESSION CANCELLATION POLICY:

ONE-ON-ONE, DUET, AND SMALL GROUP APPOINTMENT SESSIONS

A 24-hour notice is required for cancellation of all sessions. If you must cancel a scheduled appointment, please notify Excel Pilates or reschedule online at least **24 hours** in advance or you will be held responsible for payment in full. If you have a standing appointment, inconsistent attendance could result in the loss of that time slot regardless of 24-hour notice.

PLEASE NOTE THAT PRE-PAID SESSIONS DO EXPIRE

Session 10 cards and 5 cards are discounted and designed to support regular and frequent workouts. If you know in advance that you will be traveling or have a medical reason please notify the studio in advance to place a hold on your expiration date. *(Please see the rate sheet online and posted at the front desk of the studio)*

APPOINTMENT SESSION TARDINESS

Your one-on-one, duet, and small group sessions are 50 minutes in length from the scheduled appointment time. If you are late for your appointment, you will be charged for the entire session and will receive the remainder of your lesson only. If you are more than 10 minutes late to your duet or small group appointment session, participation is at the teacher's discretion.

SINGLE CLASS REGISTRATION AND SIX-WEEK ENROLLMENT CLASSES

You are encouraged to register for classes as soon as possible. This is to ensure that you get into the class of your choice. Additionally, pre-registration ensures that we can contact you if there is a sudden change in the schedule or teacher.

PILATES MAT FOUNDATIONS AND LEVEL 1 MAT, CLASSES ARE AVAILABLE AS DROP-IN CLASSES YOU MAY START AT ANY TIME

Pre-registration for these classes is recommended to ensure that you secure a spot.

Please note that pre-paid individual classes and 6-week mat packages do expire. *(Please see the rate sheet online and posted at the front desk of the studio)*

UPPER-LEVEL MAT ENROLLMENT CLASSES (LEVEL 2, LEVEL 3, AND LEVEL 4) AND ALL APPARATUS/EQUIPMENT CLASSES ARE TAUGHT IN 6-WEEK SESSIONS

Each class must reach a minimum participant number in order to be held. Sign-up and pre-payment is required; there are no cancellations for a 6-week series. Once registered, you are committed to the series. Registrants may make up a missed class of equal or lower level during the current session based on availability. A missed mat class may not be made up in an equipment class. If our minimum is met for the 6-week session, we will allow drop-in participants during that session at a drop-in rate. Three (3) days before the start of any 6-week session, all sales are final, i.e., no refunds, transfers, etc.

EQUIPMENT CLASSES: *Cancellations must be made at least 24 hours before your scheduled class in order to be eligible to make up the class. Any Make up must be made before expiration of purchase or before the six week session ends.* To get the maximum benefit of your class series, it is strongly suggested that you attend class regularly.

MAT CLASSES: *Cancellations must be made at least 12 hours before your scheduled class in order to be eligible to make up the class. Any Make up must be made before expiration of package or before the six week session ends.* To get the maximum benefit of your class series, it is strongly suggested that you attend class regularly.

TARDINESS: If you are less than 10 minutes late for a class, please check-in with the instructor before joining in with the class. If you are more than 10 minutes late, please observe the class from the waiting area. This is to ensure your safety. For advanced beginning level classes or higher, if you are more than 5 minutes late, participation is based on teacher discretion.

PLEASE NOTE THAT PRE-PAID CLASSES DO EXPIRE. *(Please see rate sheet online and posted at the front desk of the studio)*

ADVANCING PILATES EQUIPMET CLASS LEVELS: Before advancing to the next level, please seek the advice of your teacher.

ADVANCING PILATES MAT CLASS LEVELS:

Advancing into the Level 2 Mat requires the ability to know all of level 1 exercises by name, and be able to execute The 100, The Roll UP, Rolling Like A Ball and Seal with precision and clarity, as well as teacher permission.

Advancing into the Level 3 Mat requires the ability to know all level 2 exercises by name, and be able to execute Open Leg Rocker, Corkscrew, Teasers and Jackknife and Push Ups with precision and clarity, as well as teacher permission.

Advancing into the Level 4 Mat requires the ability to know all of the level 3 exercises by name, to be able to execute all of the intermediate exercises with precision and clarity, as well as teacher permission.

INCLEMENT WEATHER POLICY: In the event of inclement weather, the staff at Excel Pilates DC will evaluate immediate weather conditions and local weather forecasts and make the best possible decision on any necessary closure. If you are concerned about the weather forecast it is always best to cancel with a 24-hour notice in order to not be charged should the studio be open. Please be advised that weather conditions may allow us to open on time but be necessary to close early. We also may be closed in the morning but have a delayed opening. Any weather-related closure will be announced on the studio voice mail and posted on social media. Please make sure that we have current contact information, as the studio will make every effort to notify all scheduled clients by phone or email. For any information regarding the studio closings due to inclement weather, please call in and listen to our outgoing message for the most current update, 202-269-3020. The studio voicemail or our Facebook page (www.facebook.com/ExcelPilates) will indicate any change in the studio schedule.

PERSONAL BELONGINGS: Please place personal non-essential belongings with your shoes in the cubby at the front of the studio. More cubbies are located at the back of the studio across from the mat area. Excel has a limited number of lockers that can be used by clients during their session. Inquire at the front desk. Excel Pilates is not responsible for any article lost, stolen, or damaged in or about the studio.

COURTESIES:

- ✓ Please do **not** bring food or drink into the studio, water bottles only.
- ✓ In consideration of others, please turn off cell phones.
- ✓ In consideration of all studio clients and participants, please make sure to wear clean socks, clean workout clothes, and address personal hygiene accordingly.

CHILDREN IN STUDIO: Part of our commitment to every Excel client is to provide a supportive atmosphere in which they may grow, learn and be guided toward a fitter lifestyle. Considering this commitment and our facilities, our policy is that children under the age of 12 are not brought to the studio while you are in session or in mat class. This policy is in place as both a courtesy to and for the safety of all Excel clients.

FOR YOUR HEALTH:

- ✓ Avoid eating a large meal prior to class, however it is important that you are well rested and nourished.
- ✓ While we strongly advise not smoking, if you smoke, avoid smoking 30 minutes before and 30 minutes after your Pilates class.
- ✓ During the winter weather, wear layers so you can keep your muscles warm and be able to shed layers as you heat up.
- ✓ If you are sick, we ask that you not attend class and encourage you to stay at home to rest and recover.
- ✓ When you practice the exercises at home, practice them in order and in a safe environment (enough cushion for your spine).
- ✓ Bring any prior injury information to the attention of your instructor. If you feel any pain or discomfort during an exercise, stop and alert your teacher as they can modify.

PARKING:

Excel Pilates has one designated parking spot in the lot just outside of the studio. That spot is first come, first serve. There is additional parking available to clients of Excel in the gravel lot adjacent to the studio. You will need a parking pass for this lot as the studio does not own the space, the lot is private and towing is enforced. We have parking passes in the studio and they're valid for 1hr. Parking can also be found in the neighborhood and on 7th and Monroe in the paid PMI garage. Please allow time before your session to find parking.

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