



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 online 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:

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.

5- and 10-session cards are discounted and designed to support regular and frequent workouts. Please take note of the expiration dates. If you know in advance that you will be traveling or have a medical reason, be sure to take that into account when purchasing a new package.

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.

CLASS REGISTRATION:

You are encouraged to register for classes in advance. Each mat and reformer class must reach a minimum participant number in order to be held. We reserve the right to cancel class 24 hours in advance if it doesn't meet minimum registration. We also want to make sure that there is a space for you in class.

CLASS CANCELLATIONS:

Reformer Class cancellations must be made at least 24 hours before your scheduled class. You may reschedule the class based on availability and only if you cancel before the 24-hour timeframe.

Mat Class cancellations must be made at least 12 hours before your scheduled class. To get the maximum benefit of your class series, it is strongly suggested that you attend class regularly. If you need to make-up a missed class, you may reschedule the class based on availability and only if you cancel before the 12-hour timeframe.

CLASS TARDINESS:

For Level 1 classes or higher, 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 Level 2 classes or higher, if you are more than **5 minutes** late, participation is based on the teacher's discretion.

Please note that classes do expire. (Please see the rate sheet online and posted at the front desk of the studio)

ADVANCING PILATES CLASS LEVELS:

Before advancing to the next level, please seek the advice of your teacher. Advancing to the next level requires knowledge of all previous level exercises by name and the ability to execute them with precision and clarity, in addition to teacher permission.

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.

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. 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, the studio voicemail, Facebook page or Instagram page will indicate any change in the studio schedule.

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 (i.e. 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 so they can modify.

PARKING: Excel Pilates DC has one designated parking spot in the lot just outside of the studio. That spot is first come, first served. There is additional parking available to clients of Excel in the gravel lot adjacent to the studio. We have parking passes in the studio and they're valid for 1hr. Parking can also be found in the neighborhood and on 7thth and Monroe in the paid PMI garage. Please allow time before your session to find parking.

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