



GROUP CLASS POLICES

CLASS LENGTH:

Classes run on a 50-minute hour, giving enough time for rolling out, cool down, clean-up and class transition.

EARLY CANCELATION:

If you are unable to make a class, you can early cancel yourself out **12 hours BEFORE** the start of class, and you will not be charged or lose a class credit from your group class package. To do so, it's best to log onto your account either on the EHS app or online to early cancel yourself out of class. We don't recommend leaving a voicemail, as there can be limited front desk service and voicemail is only checked periodically throughout the day.

LATE CANCELATION:

If it is **LESS THAN 12 hours** before a class you are pre-registered in and you are unable to attend, it's considered a late cancellation. You will be obligated to pay for the group class.

Signed up for the wrong class or looking to switch to a new class less than 12 hours?

Unfortunately, this is considered a late cancellation. EHS is unable to switch the client to another class unless the client is willing to pay for both classes.

Late for group class? If a pre-registered client is late for class without notifying the studio or the trainer, it is considered a late cancellation if client is more than 10 minutes late, misses the essential warm-up and does not have trainer's approval to enter class.

Early for group class? Feel free to take a space on the mat upstairs or open springboard room. Shake off the day, center yourself, stretch out and feel free to use any props like the roller to prep for your session. **Absolutely no one is allowed on the equipment unsupervised.**

IMPORTANT: EHS Pilates cannot reverse a late cancellation. If there are extenuating circumstances, EHS Pilates will pass along the message to the trainer on your behalf. There is no guarantee that a trainer will reverse this policy.

CLASSES WITH ONE CLIENT ATTENDANCE:

If only one client is signed up for class by the time class starts, the client will receive a ½ hour private.



CLASS WAITLIST CLARIFICATION:

Is there a class you would like to be in, but the class is full? Add yourself to the “waitlist”!

Waitlist is "active" when the class is FULL and it's more than 12 hours before class starts. The client who wants in on the class, signs up on the waitlist. If another client in class early cancels themselves out of class, the next person on the waitlist will be sent an email stating they are now in the class, they are obligated to come to class and pay for the class. Of course, if it's more than 12 hours, client who just got signed into class can go online and early cancel themselves out if they realize they can't make the class. Then the next person on waitlist will be added in.

- The waitlist 'shuts down' (deactivates) less than the 12-hour period before the class starts. This means that clients will not automatically dropped into class and notified via email if someone late cancels.
- When it's less than 12 hours, it is the trainer's responsibility to manage their waitlist. The trainer calls the client and the client must respond 'YES' they will be attending class. The trainer then manually adds the waitlist client into class.

Note the following: 1) If the client is waitlisted in one class and chooses to sign into another class at the same time, the client is obligated to pay for both classes if the client gets into their waitlisted class and does not early cancel themselves out of the other class. **2)** If client chooses to take advantage of the waitlist feature, client is responsible for checking their email that they have provided EHS Pilates in their profile.

Visual of what it looks like when signing in on the waitlist online:

The screenshots illustrate the online waitlist process. The first screenshot shows a 'Class/Event Full' message with a 'WAIT LIST?' section where a user can click 'Yes, Add me to the Waitlist'. The second screenshot shows the 'My Schedule' page with a table of classes. A pink box highlights the 'Reschedule' button in the 'Web' column, and a pink arrow points from it to the 'My Wait List' screenshot. The 'My Wait List' screenshot shows a table with the following data:

Date	Time	Description	Teacher	Request Time	Wait List Position	Cancel
11/11/2017	12:00 pm	HE- Chair - Intermediate	3-Patricia Kranikoski	11/7/2017 4:14:55 PM	1	Cancel



GROUP CLASS PACKAGES EXPIRATION DATES:

Regular Discount Class Cards: *Heavy Equipment (HE) / Light Equipment (LE) / No Equipment (NE)*

- 1 class drop-in = Expires in 15 days from purchase
- 5-class card = Expires in 3 months from purchase
- 10-class card = Expires in 6 months from purchase

The packages above have some flexibility on expiration dates in for extenuating circumstances.

Time-Sensitive Class Cards: *Supersaver Cards / Universal Class Cards*

The cards listed below are heavily discounted cards and there is absolutely NO flexibility on expiration!

All classes must be used by the expiration date. No exceptions. No extensions. Time sensitive cards cannot be applied to past owed classes.

Supersaver Card = 3 classes / 15 days from first class taken

Universal 10-card = 10 group classes / 45 days from the first class taken

These cards are a great option once you are familiar with the EHS class schedule and are confident you're able to take several classes within the card's strict timeframe.

Be aware, these cards are "Use it, Lose it". No roll-over options to other cards available.

We recommend these cards if you have flexible schedule that works with our class schedule. Please see EHS Pilates advisor or EHS Pilates website for more details.

NOTE: We do not recommend these cards if you tend to get sick often, have an erratic work or home schedule, or travel frequently. The strict deadlines also apply regardless of class cancelations, studio holiday scheduling, or app complications. We also suggest buying only one supersaver or universal card at a time; MindBody® Online system doesn't recognize Supersaver or Universal cards in chronological order of purchase and will start pulling at random from different cards, thus activating multiple cards that are in the client's account.

GROUP CLASS SUBSTITUTES / GROUP CLASS SCHEDULE CHANGES:

EHS Pilates has the right to change the group class type and/or the group class instructor either ongoing or on a substitute basis without notifying the pre-registered clients.



PRIVATE / DUET POLICIES

SESSION LENGTH:

Sessions run on a 50-minute hour, giving enough time for rolling out, cool down, clean-up and trainer transition to next scheduled client.

EARLY CANCELATION:

If you are unable to make a private or duet session, early cancellation policy is **24 hours BEFORE** your session. There are two ways to cancel your session:

1. Call EHS Pilates at 415-285-5808 and speak with a Pilates Advisor to cancel and rebook. Do not leave a voicemail due to limited front coverage. Voicemails will not be accepted as a means of early cancellation.
2. If you are unable to get a hold of a Pilates Advisor, contact your trainer directly. You can find their email address in the cc'd from the original booking email.

If you know in advance you are unable to come to a session Vacations, Childcare, Holiday.. etc, please try to cancel your session as soon as possible, so another client can be booked into trainer's availability.

LATE CANCELATION:

If it is **LESS THAN 24 hours** before a private session it's considered a late cancellation. You will be obligated to pay for that private session.

IMPORTANT: EHS Pilates cannot reverse a late cancellation. If there are extenuating circumstances, EHS Pilates will pass along the message to the trainer on your behalf. There is no guarantee that a trainer will reverse this policy.

PRIVATE / DUET SESSION CARD EXPIRATIONS:

Single Session: 15 days from purchase

5 Session Card: 3 months from purchase

10 Session Card: 6 months from purchase

Intro 3 Session Card (New Client Only): 30 days from purchase

PAYMENT POLICY:

Payment is required at the time of your session. The front desk will try to alert you when you owe, but it is ultimately your responsibility for payment. If you leave without paying for your session, you will be charged the same day. We will either charge you for a session at the discounted rate of the package you most often buy, otherwise you will be charged for a single session.

SEEING MULTIPLE PRIVATE TRAINERS:

If client is seeing multiple trainers, client must purchase sessions/packages that correlates with that specific trainer's level. *(IE: A Level 1 private session 5-card cannot be applied to a Level 4 single session private)*



HEALTH/WELLNESS STUDIO POLICIES

MANDATORY SOCK POLICY:

We all get super sweaty from our workouts, and we at EHS are committed to keeping things safe and clean for you everyone is wear socks when in the studio. Bring your own or purchase at the studio. **No Bare feet when heading into a group classes or heading upstairs.**

STUDIO CLEANLINESS:

EHS is dedicated to keeping our studio clean and our equipment sanitized. Three times a week, our cleaners deep-clean our mats. To help us maintain an environment that promotes “wellness”, we encourage and appreciate your help in wiping down mats and equipment after Group Class. Spray bottles and paper towels are in each studio room.

GETTING SICK?

Remember to cancel your session within our policy guidelines so your account is not charged for missed session. We want to keep EHS a place of health and wellness for all! If you are sick, stay home and rest up.