

# Registration FAQs



## Frequently Asked Questions About Registering

### I want to come to one (1) particular class a week -what do I do?

- If it is a Monday class
  - a. buy a **1x per week – ( 9 visit)** series to pay for your class
  - b. You register for that particular class for the full 9 weeks
- If it is a Tuesday to Saturday class
  - a. buy a **1x per week – (10 visit series)** to pay for your class
  - b. You register for that particular class for the full 10 weeks

### I want to come to two (2) particular classes in week- what do I do?

- buy a **2x per week – ( 20 visit) series** to pay for your class
- You register for those two (2) particular classes for the full session- if one of the two classes that you chose to register in is a Monday class you will have 1 extra visit to use during the session in any appropriate level class. – Consider Pilates EQ- Happy Hour on Friday night!

### I want to come 3 or more times in a week (MAT ONLY) - what do I do?

- buy an **Unlimited Mat Winter session series** to pay for your class
- This series allows you to come as often as you are able. If you come 4 times a week , your per class visit is less than \$10 per class/
- You will be able to **advance register in 3 classes** for the entire session to ensure that you have a guaranteed spot in that class. For more than 3 visits in a particular week, you can pre-register in a class as much as a week in advance provided there is space. We have a max. of 12 in a class but if there is room 15 minutes before the class; we'd love for you to join us.
- If are unable to make the pre- registered class please let us know with as much notice as possible (min. 24 hours) to free that spot up for other clients.

### What if I am travelling and can't come to all the classes- what do I do?

- buy an **8 visit Pass** to pay for 8 visits that you can use over a 6 month period from the date you buy it
- You can pre- register in a class as much as a **week in advance** provided there is space. We have a max. of 12 in a mat class but if there is room 15 minutes before the class; we'd love for you to join us.

- If you are unable to make a class, please provide us with at least 24 hours' notice, so that we can **early cancel** your visit
- If you do not give us 24 hours' notice to cancel your visit, the visit will be **late cancelled** and that visit will be used up.
- An 8 visit equipment classes pass can also be purchased

#### **What if I have to miss a mat class?**

- If you are unable to make a class, please provide us with at least 24 hours' notice, so that we can **early cancel** your visit
- When you **early cancel** your visit, you can make up that class in an equal or lower level class during the session, (if space available). You have unlimited mat class makeups but there are no carryovers to future sessions.
- If you do not give us 24 hours' notice your visit will be **late cancelled** and you will be **unable** to schedule a make -up class.

#### **Can I make up a missed Equipment Class?**

- If you are unable to make a class, please provide us with at least 24 hours' notice, so that we can **early cancel** your visit.
- If you early cancel a visit, you can **make up two (2)** equipment classes in a particular session provided there is room in an same or lower level class. If you early cancel more than 2 classes you can make those additional classes up in an appropriate level **mat class** providing there is space available.
- If you do not give us 24 hours' notice your visit will be **late cancelled** and you will be **unable** to schedule a make -up class.
- As we only have 5 spots in a class, please let us know if you will not be attending so that someone else can use that spot.