



## Welcome to Pivotal Pilates Fitness! Studio procedures and protocols

In order to maintain a tranquil, focused environment we want to address some basic principles of operation. These procedures are written to protect and enhance the experience of the client experience at Pivotal Pilates.

1. Please turn down cell phones to vibrate or very low upon entering studio
2. Please remove shoes prior to entering Pilates/Mat Studio space
3. Be sensitive to the experience of others, please keep voices low
4. It is okay to laugh a lot :)
5. **There is 24 hour cancellation policy.** If client cancels within the 24 hour period they are entitle to reschedule session at their convenience. **If client cancels after** the 24 hour cancellation period expires, **client has 5 days** from the date of originally scheduled appointment to make up session based on their instructors availability. If instructor can not accommodate client, client loses session for that week. (Pivotal Pilates will do the best we can to accomodate last minute cancellations but we need to pay the instructors who've blocked out this time to work.)
6. In order to maintain a friendly, refreshing and highly focused experience of fitness, we request you refrain from using Pivotal Pilates as a marketing opportunity for your wares or products to other students. (Check with Susan Markowitz for special requests)
7. Please leave clothing area neat and clean by throwing away your trash upon leaving.
8. Please wipe down all mats with "disinfectant wipes " after use.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date