

Second Story Pilates

Procedures and Policies

Client Information Forms - All clients must fill out a Client Information Form and an Agreement of Waiver and Release of Liability before participating in any of our instructional offerings.

Appointments - Appointments can be scheduled through our on-line software or by calling our receptionist. To ensure that an instructor is available, all private lessons and duets must be booked in advance. We also recommend that you sign up for classes in advance; however, we are prepared to accept walk-ins to a class provided there is space available. For your safety, all participants in our equipment classes must be pre-cleared by one of our instructors. We enforce a strict 24 hour cancellation policy. We reserve the right to deny service to anyone.

Payment - We accept cash, check, debit, Visa and MasterCard. For your convenience, payment can be made through our on-line software or through our receptionist. A fee will be charged for any returned check. We offer the convenience of purchasing packages of 5 or 10 lessons for some of our instruction. Fees charged for packages are non-refundable and expire four months from the date of first use or 6 months after the purchase date. We also offer pre-set sessions with a beginning and ending date. Fees charged for our sessions are non-refundable and expire at the end of the session. Payment for independent study (requires studio approval) can be paid daily or monthly; the fee is non-refundable and cannot be extended beyond the day or month paid for. Please ask for a copy of our current rate sheet.

Access to Our Studio - Our studio can be accessed via the downstairs elevator or via the inside staircase; both lead to a small upstairs lobby just outside our suite. We request that you refrain from using the metal fire escape for normal access to our studio.

Attire - Comfort is the most important thing; clothing that you would wear for exercising at home is just right. Comfy socks with special non-slip soles are recommended. We ask that you remove your shoes before entering the studio section of our suite. Your personal belongings can be secured inside the cabinets located in the reception/lounge area. These cabinets are located just outside the glass doors leading into the studio. For your safety, jewelry should be kept to a minimum and long hair should be secured.

Courtesy - Our lessons are designed to give our clients a 5 minute transition period. This gives outgoing clients time to clean the equipment, gather their belongings and leave the studio before the next lesson begins. As a courtesy to others, we ask that you try to leave/enter the studio within this transition period. At the end of your lesson, you are welcome to linger in our lounge as long as you'd like. A water cooler is available in the reception/lounge area. We ask that you refrain from taking food or beverages into the studio. Our studio also offers massage; when someone is having a massage, please refrain from loud talking in the lounge area.

Cell Phones - Cell phones must be silenced while you are in the studio.

Restrooms - A non-public client restroom is located within the studio portion of our suite for your use. If you need to change clothes, you can do so inside the restroom; you'll find hangers for your clothing inside the closet. We ask, however, that you secure your wallet/keys/purse, etc., inside the cabinets located in the reception/lounge area. There is also a second non-public client restroom in the reception lounge area. It is our goal to keep the restrooms sparkling clean; if you find, however, that they need attention, please let us know.

Our Equipment - Our equipment is state-of-the-art. We ask that you refrain from using any equipment that you are unfamiliar with. Your instructor will place you on the equipment that she/he feels is most beneficial for you. You'll notice that we also have a large skeleton in our studio; this skeleton is for instructional purposes only.

Children - We hope to foster a love of exercise in children. We are currently offering a Teen Reformer class in the evening and hope to offer children's classes in the future. We do not, however, provide childcare at our studio.

Pets - Pets are not permitted (except for seeing eye dogs).