

Bright Star Pilates

Studio Policies

Early Cancellation

If you are unable to make a class, you can cancel early 16 hours BEFORE the start of class, and you will not be charged or lose a class credit from your group class package or membership.

Late Cancellation & No Shows

Late Cancellation -- If it is LESS THAN 16 hours before a class you are pre-registered and you are unable to attend, it's considered a late cancellation. Bright Star Pilates will charge a \$15 adjustment fee to switch clients to the intended class.

No Shows -- If a pre-registered client is late for class without notifying the studio or the trainer, it is considered a late cancellation. If a client is more than 10 minutes late, misses the essential warm-up and does not have trainer's approval to enter class it will be considered a late cancellation.

Studio Cleanliness

We all get super sweaty from our workouts, and we at Bright Star Pilates are dedicated to keeping our studio clean and our equipment sanitized. Socks with sticky soles and shirts required for every class. If you don't have socks with sticky soles, we have some to purchase in our studio. 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 towels are available by each reformer.

Class Packages

Our class packages are groups of classes sold at a competitive price point. They are ideal for people who travel a lot or have varied schedules. They have tiered expiration dates depending on quantity purchased. Packages are nonrefundable after purchase.

Memberships

Our memberships are 4 month contracts that give clients a dedicated amount of classes per month at a discount and are priced per membership tier. Memberships are ideal for clients with fixed schedules taking weekly classes. Unused Membership classes do not roll over to following months.