

“Great Expectations”

Group Policy:

IMPORTANT! Clients with injuries or special needs should begin with private sessions before entering group classes. After a period of time, you may be able to join a group class.

To take a Pilates chair (small apparatus class) you must be able to lift 30 + pounds, which is how much the chair weighs. You must also be in good health with no special considerations. Participants of small apparatus (chair) must have 3 private sessions (\$150) before taking the Pilates chair class, or more privates if deemed appropriate by the instructor.

We are a barefoot studio. No shoes are allowed past the indoor rug that is immediately inside the door. You may bring socks or slippers to walk around the studio in, but no shoes are allowed past the front rug. **No exceptions.** Others do not want to exercise in your shoe grime.

Be mindful in what you wear. Clothing should be comfortable, stretchable, and a fabric that is good for sweating in (wicking fabric that takes moisture away from the body is best). Also think of the poses that you may be in. You will want to tuck in t-shirt and shorts should have something under them. You may also consider more form fitting tops, shorts and pants so that they resist riding up. Women will need a supportive bra. Everyone needs clean feet. Bring an open mind and spirit to your session!

When to arrive:

- Please arrive to class on time. We recommend arriving 5 minutes before a scheduled class.
- If you do not arrive by the start time, the spot you've reserved could be forfeited to walk-ins.
- Walk-in clients are allowed to fill available spots 5 minutes after the scheduled start time if the class is not filled otherwise.
- Please be considerate of other clients and do not enter a class after the warm-up.
 - Warm-up is essential to all classes and your safety. For safety reasons Students are allowed a **maximum 10 minutes late** window.
- If you are a first time client, we strongly recommend you arrive 10 minutes before your class. You can save time by pre-filling out the New Client Forms in advance and we ask that first time clients do not enter a class late.

Pre-register or just Drop-in:

It is not necessary to pre-register for a group class at Mind Body Balance. You may simply drop in. Of course, others may have pre-registered for all the spots in the class. This is why we recommend checking online to see how many slots are available and pre-register using the online schedule. If you do choose to drop in, you'll need to register immediately upon arrival.

Registering On-line:

You may pre-register for our group classes online and manage your entire account on-line 24/7 using our schedule/my account tab at www.mindbodybalance.com. You may pre-register online up to 20 minutes prior to when a class starts, however, you must have pre-paid classes on account to pre-register. You can buy class sessions online via the schedule.

Note: If no one pre-registers for a 6:00a or 7:00a class by 10:00p the night before, we cancel the class at that time.

Cancelling a class when you have reserved a spot:

Prepaid classes are forfeited if action is not taken 12 hours prior to the commencement of class. This policy is enforced. You can do this through our scheduler on the web. You may cancel a pre-registration as long as it is more than 12 hours from the class start time. You may cancel either using the scheduler or, if it is during business hours, you may call us.

Please do not leave after-hour messages on the studio answering machine regarding cancellation. Messages at the studio can be left 8:00AM – 6:00PM, or you can email us.

- All classes purchases expire in 90 days unless otherwise noted.
- **Fees and payments are non-refundable or transferable, no extensions or exceptions for any reason.**
- You do have options if you have unused sessions before or after expiration:
 - If you contact us prior to the expiration date. We will give you back 50% of your loss with your next purchase of a package. (one-time only per calendar year). For example: if you have 4 classes left on your group class package we will give you an additional 2 sessions with your purchase of a new package. When purchasing a 12 sessions package, you would receive 14 sessions.
 - If the expiration date has already passed, you can extend your expiration date 30 days by paying a \$40 processing fee.
- All classes are on a first come, first serve basis; so show up to your favorite class early.
- The maximum number of participants for classes varies and can be found on the schedule under the “Small group class” tab.
- The “Wait list” feature on the schedule is used when all spots in a class have been reserved by others via the schedule. If someone who has pre-registered for a spot decides to early cancel, the first client on the wait list will be added to the class. Typically the “wait list” client will receive an email indicating they have been added to the class. Also our operations assistant will call to confirm that the spot is still wanted.
- Class packages cannot be shared with other clients.
- Monthly classes with auto pay expire at the end of the month, no exceptions. Payments are automatically charged to a credit card on the 1st or 15th of the month.
- Participation in any movement at Mind Body Balance requires signing our new client forms and possibly having a physician’s approval form on file as well.

As much as we love dogs, MBB is a one (1) dog studio. Please leave any (and all) pets at home.

Holidays that Mind Body Balance is closed for are: Good Friday, Easter, Thanksgiving, Christmas Eve and Day, New Year’s Eve and Day, Memorial Day, Fourth of July and Labor Day.

*On the front desk, we also post the month’s additional closings (per instructor) so that you can adjust your schedule. Make a note of closings for holidays, trainings, etc. We try very hard to keep you informed and to make it easy for you to know when MBB changes its schedule and why.

How do I know if Mind Body Balance has closed classes or sessions due to weather?

Mind Body Balance observes Monroe County Community Colleges cancellation policy. If the college is closed or delayed due to weather conditions, so is Mind Body Balance.

How will you know if Monroe County Community College is closed?

You can check their website (www.monroecc.edu/snow/) or listen/watch the local news. Once we learn that Monroe County Community college is closed, we go in and cancel all of our group classes that are affected on our schedule at www.mindbodybalance.com. We also post the closings on our Facebook fan page and twitter.