



Studio Policies

Cell Phone Policy:

In an effort to create a peaceful environment with minimum distractions, we ask that you please turn off your cell phone while in the studio.

Apparel Policy:

Fitted exercise apparel that allows for full range of motion is ideal! Please avoid wearing bulky/hanging clothing as we want to be able to see how your body moves. Everyone must wear socks during each session, as this is a sanitary regulation. NO zippers or buttons as this may puncture equipment upholstery.

Personal Property Policy:

Pilates of Kenosha will not be responsible or liable for any article lost, stolen or damaged in or about the studio.

Gum Policy:

For safety purposes, please do not chew gum while in session.

Payment Policy:

All payments must be made in advance of the first lesson for the entire package purchased. Pilates of Kenosha accepts cash, check or credit card.

Packages Policy:

All packages are non-refundable, non-transferable and expire 6 months from date of purchase.

Cancellation Policy:

All cancellations must be made 24 hours in advance, to allow rescheduling. Failure to do so will result in full charge for the lesson. Make-up sessions may be granted ONLY at the sole discretion of Pilates of Kenosha. We will not be able to extend a session to make up the difference in any lost time.

No Show Policy:

Missing a lesson without notice will result in full charge for the lesson scheduled.

Duet Session Policy:

If one of the participants in the duet cancels with more than 24 hours notice, the other participant may take a private session for an additional charge or cancel the duet. If one of the participants cancels late (less than 24 hours notice), the other participant may take a private session at no additional cost and the participant canceling late is charged for the duet as scheduled.

Instructor Cancellations Policy:

In the case of a teacher/trainer emergency, another Pilates of Kenosha instructor will automatically be substituted for the session and a reasonable effort will be made to notify affected clients.

THANK YOU!