

Do you have classes for beginners?

We want everyone who joins our classes to feel safe and comfortable! If you have never been on a reformer before, we recommend that you take a Fitique Form class first. All of the instructors will walk you through the reformer, explain to you the class structure, offer you any modifications you need, check your springs + help you all through the class to make sure you feel comfortable!

What time should I arrive for my first class?

Plan to arrive 15 minutes early to check in and get the scoop on class. Your instructor will give you a Fitique Pilates reformer demo and share the insider tips to help you crush your first class with confidence.

Are socks required?

Grippy Socks are a must! Don't have a pair, not a problem... Our Fitique Boutique has a large selection to choose from.

What is a class pack?

A class pack is credit for how many classes you can take. The MindBody app will keep track of your credits. All class packs have an expiration date, this is noted in the class pack on the website. Class packs allow up to 14 days to reserve your classes. The class pack starts on the date of purchase. You are not able to transfer any class packs to another name/friend/client. The class credits are for you only.

What is your cancellation policy?

Reservations must be cancelled at least 12 hours in advance to avoid a late cancellation or a no-show fee. Late cancellation is considered anything after the 12-hour window.

What happens if I cannot make it to class and forget to cancel?

No show is when you simply do not show up for a scheduled class. We understand things happen. Penalties for class packages and memberships:
No show penalty is a \$20 fee plus the loss of your class credit.
Late cancels will incur a \$10 fee plus the loss of your class credit.
Unlimited Fitique founders club members and memberships will be granted one late cancel credit and one no show credit as part of your Founders Club perks.

Can I change my class time the same day as my scheduled class?

Same day changes may be made free of charge as long as it's more than 90 minutes before the start of the original class time. Changes made less than 90 minutes prior to class will result in a \$10 reservation change fee.

What is your class refund policy?

Class credits and packages are non-refundable.
Merchandise may be returned for a Fitique Boutique credit only. Items considered for return must be returned within 5 days of the purchase, in original packaging,

and with all tags attached. Any sale items will be considered final sale with no return eligibility.