

# Reformer Pilates FAQ

**Q: When do new Reformer Pilates classes become available for registration?**

**A:** New classes open for registration exactly one week and two hours in advance at the same time as the scheduled class.

**Q: How do I register for a Reformer Pilates class?**

**A:** Participants must register through our online system at <https://register.urec.ttu.edu/>.

**Q: Do I have to take a Level 1 class before attending Level 2 or Level 3?**

**A:** Yes, all participants must attend at least one Level 1 class before progressing to Level 2 or Level 3 to ensure safety in alignments and proper technique. However, we do not formally track this—it is an honor system.

**Q: When can I sign up for the Advanced class?**

**A:** After attending multiple Level 2–3 classes and demonstrating competency, you may register for the Advanced class. This ensures safety in alignments and proper technique. Like other levels, we do not formally track this—it is an honor system.

**Q: What is the cancellation policy for Reformer Pilates?**

**A:** You must cancel at least 2 hours in advance via <https://register.urec.ttu.edu/>.

**Q: What happens if I miss a class without canceling?**

**A:**

- **1st No-Show:** Warning email.
- **2nd No-Show:** One-week suspension from Reformer Pilates registration.
- **3rd No-Show:** Membership revoked, loss of future class access till following month.

**Q: Can I join a class if I arrive late?**

**A:** No, late arrivals will not be allowed to enter once class has started to ensure the safety and experience of all participants.

**Q: What should I do if a class is full?**

**A:** If a class is full online, you may wait outside the class until it starts. Paid Reformer Pilates Members may take an open spot if a registered participant is absent one minute after start time.

**Q: What happens if I frequently miss classes or cancel at the last minute?**

**A:** Repeated no-shows or last-minute cancellations take away opportunities from others. If this happens frequently, your participation in Reformer Pilates may be permanently revoked. You will be able to purchase a new membership at the start of the new month.

**Q: What happens if there is only one person in my class?**

**A:** If only one participant is present, the class will be canceled due to safety and liability concerns. One-on-one instruction is considered personal training and must be scheduled and purchased through our Personal Training program. Additionally, having only one participant poses a safety risk in the event of a medical emergency, such as a CPR-related incident. Class participants will be notified an hour and a half prior to the class cancellation.

**Q: What happens if class is canceled for a holiday?**

**A:** Participants will be compensated for the missed day or week through an adjustment to their membership. We ensure you receive the full value of your program, even when holidays affect the schedule.