

Reformer Pilates Class Attendance & Cancellation Policy

Effective Date: 2/26/2025

To ensure fairness and accountability in our Reformer Pilates program, we are implementing the following attendance and cancellation policy. Please review these guidelines carefully, as repeated violations may result in the loss of class privileges.

1. Class Registration & Availability

- New classes open for registration exactly one week and two hours in advance at the same time as the scheduled class.
 - Example: If you register for a Monday noon class, the following Monday's noon class will become available for registration at 2 PM.
 - Participants must register for classes through our online system at <https://register.urec.ttu.edu/>.
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2. Class Progression Requirements

To ensure a safe and effective experience, participants must follow the class level progression:

- Level 1: All participants must attend at least one Level 1 class before progressing to Level 2 or Level 3.
- Level 2 & Level 3: After gaining experience in Level 1, you may try a few Level 2–3 classes to build skill and confidence.
- Advanced Class: Once you have attended multiple Level 2–3 classes and demonstrated competency, you may then register for the Advanced class.

This structure ensures proper skill development and safety for all participants.

3. Cancellation Policy & No-Show Consequences

We understand that schedules change, but to ensure fair access to all participants, we require a minimum 6-hour cancellation notice for all Reformer Pilates classes.

How to Cancel Your Class:

1. Go to <https://register.urec.ttu.edu/> and log in with your eRaider credentials.
2. Click on your profile in the top right corner.
3. Navigate to "Program Registration."

4. Find your pre-registered class and select "Cancel."

Failure to cancel within the 6-hour window or missing a class without notice will result in the following penalties:

- **1st No-Show:** You will receive a warning email as a reminder of the policy.
- **2nd No-Show:** You will be suspended from registering for Reformer Pilates classes for one week.
- **3rd No-Show:** Your Reformer Pilates membership will be revoked, and you will lose access to future classes.

We will track attendance, and consistent no-shows will lead to permanent removal from the program.

4. Late Arrivals & Class Entry

- Late arrivals will not be allowed to enter once class has started. This ensures the safety and experience of all participants.
 - Arrive at least 5 minutes early to set up your equipment and be ready to begin on time.
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5. Waitlist Policy

- If a class is full online, you may wait outside the class until class starts.
 - **Paid Reformer Pilates Members:** Participants who have not registered may wait until the class officially begins and take any available spot if a registered participant is absent for one minute after the start time.
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6. Participation Expectations

- Reformer Pilates has limited space, so attendance is crucial. Repeated no-shows or last-minute cancellations take opportunities away from others.
 - If you frequently miss classes, cancel late, or fail to show up, your participation in Reformer Pilates may be permanently revoked.
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7. Class Cancellation Due to Low Enrollment

If only one participant is registered for a class, it will be canceled with a minimum of 1.5 hours' notice prior to the scheduled start time.

Classes must have at least two participants to proceed. 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.

We appreciate your cooperation in making this program successful for everyone. If you have any questions or concerns, please reach out.

Thank you for your commitment to Reformer Pilates!