



ESSENCE

PILATES

Booking & Cancellation Policies

- Bookings and cancellations must be made through our scheduling system, within the allowed time window.

We understand that life happens — your time is precious, and sometimes plans must shift. To honor everyone's schedule and energy, we kindly ask that cancellations be made in advance to avoid credit loss.

Notice Periods:

- **Group Classes:** Minimum 6 hours
(Waitlist cut-off: 180 minutes before class starts)
- **Private & Duet Sessions*:** Minimum 8 hours

If you cancel within these time frames, your credit will be automatically returned to your account for future use.

*Duet Sessions:

Cancellations must be made by **both participants**.

If only one person cancels and the other chooses to attend, the full credit will be deducted, and the absent participant will forfeit their credit.

Late Cancellations & No-Shows:

- **Late Cancellation (under 6 hours):** Credit will be deducted; the session is forfeited.
- **No-Show:** Credit will be deducted; the session is forfeited.

Late Arrivals

- Clients are expected to arrive **on time** to ensure a smooth and safe class experience for everyone.
- A **15-minute grace period** is allowed. After this time, entry will **not be permitted**, and the class will be marked as **missed**.
- This policy is in place to **respect the flow of the session**, maintain a **safe environment**, and avoid disruptions to other participants.
- Missed classes due to late arrival are **not eligible for rescheduling or refund**.



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Class Schedule & Studio Closures

Class Schedule Policy

Essence Pilates Studio Luxembourg reserves the right to **adjust, modify, or cancel classes** when necessary. This may include changes to instructors, class formats, or scheduling. While we strive to provide advance notice, **some changes may occur without prior notification.**

A **reduced class schedule** may be in effect on **Luxembourg public holidays** and during **local school holiday periods.**

Our studio was thoughtfully designed to **accommodate two teachers working simultaneously**, allowing for different types of classes or sessions to occur at the same time **without interfering with one another.** This layout ensures a seamless and personalized experience for each client, even during peak hours.

Holiday Closures

The studio may be **closed for approximately two weeks** during the following periods:

- **Christmas & New Year holidays**
- **Summer break**

Exact closure dates will be communicated to clients with a **minimum of 30 days' notice**, and will be published on our **Schedule page** and shared through our official communication channels.

Intermediate & Advanced Class Booking Policy

Small groups, big results

At Essence, our Apparatus classes are intentionally small — **only 3 students per session** — to ensure focused attention and a supportive environment.



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To guide your progression safely and effectively, we use **teacher-assigned tags** like *Intermediate* and *Advanced*. These tags are earned through experience in *Open Level* classes and reflect your readiness to move forward with confidence.

Your tag isn't a label — it's a guide. With it, you'll know exactly where to grow next, always with clarity, care, and intention.

Studio Code of Conduct

To ensure a **safe, respectful, and welcoming environment** for all clients and staff, we kindly ask that you follow the guidelines below:

During Your Session

- **Phones on Silent:** Please silence your mobile devices to stay fully present during your session.
- **Quiet Environment:** Maintain a calm and quiet atmosphere to support focus and concentration.
- **No Lotions or Creams:** Avoid applying products before class, as they may affect grip and damage equipment.
- **Hair Tied Back:** Long hair should be securely tied for safety and comfort during movement.
- **No Jewelry or Watches (with metal parts):** These items can damage the equipment and increase the risk of injury.
- **Fitted Clothing Recommended:** Wear attire that allows free movement and enables instructors to observe alignment.
- **Proper Use of Equipment:** Follow your instructor's guidance when adjusting machines or transitioning between exercises to ensure safety and correct form.



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After Your Session

- **Clean & Return Equipment:** Wipe down all equipment and props used and return them to their designated place.
 - **Enjoy the Lounge Area:** You are welcome to relax with a cup of tea, coffee, or water and connect with the studio community.
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Respecting Our Shared Space

- **Personal Belongings:** Please store your items neatly on the designated shelf inside the studio.
 - **Shoes & Outerwear:** Leave shoes and coats in the reception area before entering the studio floor.
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At **Essence Pilates Studio**, we cultivate a sense of community and mutual respect. Let's care for our shared space together and support each other's journey toward well-being.