

CORE PILATES

Las Vegas

STUDIO POLICIES



GRIP SOCKS

Grip socks are required for every class. They not only keep you safe during the workout but keep your hygiene in check, too!



WALK-INS

Walk-ins are always welcome, but classes reach capacity often. In order to guarantee your spot you can sign up online through our website or through the Core Pilates app.



BE ON TIME

Your spot is guaranteed for the first 10 minutes of class. Walk-ins past the 10-minute mark are not allowed to enter class for safety reasons and respect to other clients. If you are more than 10 minutes late, you will be considered a 'late cancel'.



GROUP CLASS CHECK IN

Clients are responsible for checking into group classes through the iPad at the front desk. If clients do not check in they will be considered a late cancel/no show and will incur an additional fee.



CANCELLATIONS

Cancellations can only be done through the Core Pilates app or website. We do not accept cancellations by text, email, or phone. Cancellations are required 24 hours in advance to prevent a late cancel fee. All Unlimited, 6- and 8-Class Monthly memberships, and weekly passes will be charged a \$15 late fee for any class not cancelled within the 24 hour window.



BOOK AHEAD

Clients with an Unlimited Monthly membership can book up to two (2) months in advance. Clients with 6- and 8-Class Monthly memberships can book additional classes for a discounted rate. This rate will be charged automatically at the time of booking using the payment method on file.



WAIT LIST

If you are on the wait list for a class and someone cancels up to 30 minutes prior to class, you will receive a notification to accept or decline your addition to the roster. If you wish to decline please respond to the notification with "N" to be removed and avoid a no-show fee.



USAGE LIMITS + SECOND CLASS A DAY

Unlimited Monthly memberships are limited to one (1) class per day. Clients may book a second class in the same day for a discounted rate. To book a second class you must first purchase a Second Class pass.



REFUNDS + MONTHLY MEMBERSHIP POLICIES

All sales are final, non-refundable and non-transferrable. Auto-pay memberships are charged on the same day of every month from the time of sign up. If you need to cancel your monthly auto-pay membership, you must log into your account from a desktop and cancel your membership before your next billing date. All auto-pay memberships require a three (3) month commitment before a cancellation of membership can be made.



DECLINED AUTO-PAYMENTS

If payment for an auto-pay membership is declined, clients have five (5) days to update their payment information on file. After this period, a second attempt to process payment will be made. If payment is unsuccessful at this time all future bookings will automatically be cancelled.



MEMBERSHIP FREEZE

Auto-pay memberships can be frozen for a fee of \$25 and can be done in monthly increments, up to six (6) months per freeze, starting on the day of your next auto-pay. Freeze requests must be submitted at least two (2) weeks in advance in writing via email to info@mycorestudios.com.



CONTACT US

To leave a message or request a call back, call (702) 798-8000. For a quicker response, text us on the Core Pilates app. Just remember we don't accept cancellations through text or phone ;) Please hop on our website or app to cancel!