



# Elora

REFORMER PILATES

# Policy Guidelines

At Elora, the safety and wellbeing of our clients is our highest priority.

All clients must complete a detailed medical and health questionnaire before participating in any class.

We require clients to inform instructors immediately of any changes in health status, injuries, or pregnancy.

Our instructors are trained to offer safe modifications, however they reserve the right to refuse participation if they believe it may compromise client safety.

All equipment is inspected daily and our team follows strict procedures for emergency response within the studio.

## Booking & Cancellation Policy

All classes must be booked through our online scheduling system to ensure availability and accurate class numbers. We operate a 24 hour cancellation window depending on the class type.

Cancellations outside this window or no-shows may result in a forfeited class credit or fee. A waitlist system is available for full classes, and clients will be notified automatically when a space becomes available.

## Payment & Membership Policy

All bookings must be paid in advance to secure a class space. Memberships and class packages are valid for the individual specified period stated when booking and are non-refundable. We offer the option to freeze memberships for medical or personal reasons. In which cases, your class credits will remain on-account until you are able to use them.

Introductory offers are available only once per client. Referral offers have no limit - you are able to access discounted sessions for each person you refer to the studio. Seasonal offers must be used within 12 weeks of purchase.

## Studio Etiquette

We strive to maintain a calm, professional, and welcoming environment for all. Clients are asked to arrive no more than 10 minutes early to allow for a smooth and safe class start. Grip socks are required to enhance safety and hygiene, these can be purchased on-site for £5.00 per pair. Mobile phones must remain silent and unused during class. All clients must wipe down reformers and equipment after use, ensuring a clean environment for the next participant.

## Instructor & Class Conduct Policy

Our instructors are certified, experienced, and aligned with Elora's teaching standards. Hands-on adjustments are offered only with client consent. Instructors reserve the right to guide clients toward the most appropriate class level for their experience and safety. Class sizes are intentionally kept small to maintain personalised guidance.

## Privacy & Data Protection (GDPR)

Elora Wellness is fully committed to safeguarding client privacy. Personal information and health data are stored securely and accessed only by authorised staff. Clients may request access to, correction of, or removal of their data at any time. Marketing communications are sent only with explicit consent, and clients may opt out at any time.

## Safeguarding Policy

We uphold strict safeguarding standards for all clients. Staff are trained to recognise and report safeguarding concerns. Harassment, discrimination, or inappropriate behaviour is never tolerated in our studio. Due to the location of the studio, it is requested that all class attendees provide photo I.D. This will be checked at the beginning of each class. Instructors have the right to refuse class entry if I.D is not provided.

## Infection Control Policy

To maintain a healthy and hygienic environment, Elora provides sanitising stations throughout the studio. All equipment is thoroughly cleaned between classes and deep cleaned daily. Clients experiencing illness are asked to avoid attending sessions until fully recovered.

## Pregnancy & Postnatal Policy

We welcome prenatal and postnatal clients with appropriate guidance. Pregnant clients must attend classes designed for their stage of pregnancy, and in some cases written medical clearance may be required. Postnatal clients should be at least 6–8 weeks postpartum and cleared for exercise by a healthcare provider before resuming reformer Pilates.

## Equipment Use Policy

To ensure safety, all clients must follow instructor guidance when adjusting or using reformer equipment. Unsupervised use of equipment is not permitted. Any equipment concerns or malfunctions must be reported to staff immediately so they can be addressed promptly.

## Complaints & Feedback Policy

Elora encourages open communication and values all feedback. Complaints can be submitted in person or in writing and will be acknowledged within five working days. Our goal is to resolve all concerns within fourteen days. Your input is essential to our continual improvement.

## Gift Card Policy

Gift cards are valid for twelve months from the date of purchase. They are non-refundable and may be used for classes, memberships, or retail products unless otherwise stated.