



Essential Client Policy

Updated October 2026

We want Vida to be a welcoming, relaxed and supportive place where you feel part of the community. These simple guidelines help us keep our classes running smoothly, safely and fairly for our clients and instructors.

At a glance

BOOKING	Through the Mindbody app , up to 2 hours before class
CANCELLING	At least 12 hours before your class
ARRIVING	5 minutes early (10 minutes for your first Reformer class)
REFORMER CLASSES	Grip socks required (available at reception)

01 Bookings, Cancellations & No-Shows

All classes must be booked in advance through the **Mindbody app**. Bookings close **2 hours before the class begins**, subject to availability.

We understand that plans change. If you need to cancel, please do so through the app at least **12 hours before your class**.

Because our classes are kept small, cancellations made within 12 hours of the class, and **no-shows**, will result in the class credit being used. This helps us be fair to our instructors and to other clients who may be waiting for a space.

For members on a **Vida Gold Membership**, repeated late cancellations or no-shows may be subject to an additional charge. Please see our Membership & Purchase Terms for details.

02 Arriving at Vida

Please arrive at least **5 minutes before your class** so you have time to settle in and be ready to start on time.

If it is your **first Reformer class with us**, please arrive **10 minutes early** so we can welcome you and familiarise you with the equipment.

We have changing facilities, but space is limited, so whenever possible we recommend arriving ready for your class. If you do need to change, please allow yourself a little extra time.

You are welcome to relax in our seating area before and after your class. As other classes may be in session, please keep voices low and respectful.

For safety and to avoid disrupting others, **once a class has started, late arrivals may not be admitted**, particularly for Reformer classes where the warm-up and equipment set-up are an important part of the session.

Please also be considerate of our neighbours when arriving at and leaving the studio. Roadside parking on North Street is limited to 30 minutes (8.00am to 6.30pm, Monday to Saturday), so we recommend **Basbow Lane, Jackson Square or Northgate End** car parks, all just a few minutes' walk away.

03 Equipment, Mats & Grip Socks

Vida provides all the equipment you will need for both our **Reformer and Mat classes**.

If you prefer to use your own exercise mat in the Mat Studio, you are very welcome to bring it with you.

Grip socks are required for all Reformer classes for safety and hygiene. Please bring your own, or you can purchase a pair at reception.

Please follow your instructor's guidance when using the Reformers and other studio equipment.

04 A Little Care for the Next Person

We want our equipment and studio spaces to feel fresh and welcoming for everyone.

Cleaning products will be provided in both studios and, at the end of your class, we kindly ask you to give the equipment you have used, particularly your Reformer and mat, a **quick wipe down**.

It only takes a moment and helps us keep Vida lovely for the person coming in after you. Thank you!

05 Your Health & Wellbeing

When you register with Vida, you will be asked to complete a **confidential health questionnaire** and to provide an **emergency contact**. Please make sure the information you provide is accurate and keep us updated if anything changes.

If you have an injury, health condition, recent surgery, are pregnant or postnatal, or there is anything else that may affect your ability to exercise safely, **please speak to your instructor before the class begins**, even if you have already included it on your health form.

During a class, if something doesn't feel right, causes pain or makes you feel unwell, please stop and let your instructor know. We want you to feel safe and supported.

06 Studio Courtesy

Please put your **phone on silent** during class and keep **personal belongings in the designated areas** rather than around the Reformers or exercise spaces.

Vida is a small, welcoming community. Please treat our instructors, fellow clients, equipment and studio with care and respect and help us maintain the calm, friendly atmosphere we want Vida to be known for.

07 Feedback & Concerns

We always welcome your feedback. If something isn't right, you have a concern, or there's something you think we could do better, **please talk to us**.

You can also raise any concern by emailing rebeccayoung@vidapilatesstudio.com or adrianawelham@vidapilatesstudio.com.

We want Vida to be a studio where people feel comfortable speaking openly. We will always listen and do our best to resolve things fairly.

08 If Vida Cancels a Class

Occasionally, we may need to change or cancel a class because of instructor illness, emergencies or circumstances outside our control.

If Vida cancels your class, **your class credit will be returned to your account**.

Thank you for helping us make Vida a safe, welcoming and enjoyable place to move. We look forward to seeing you in the studio.

Adriana & Rebecca

FOUNDERS, VIDA PILATES STUDIO