



Frequently Asked Questions

How do I find your studio?

This is a tricky one! We have a Main Street address and we are in the heart of central downtown Plymouth across from Kellogg Park. However, our studio is ABOVE Compari's and the Sardine Room. If you park on Main Street, or any of the surrounding areas of Kellogg Park you will walk in between the building (at the crosswalk) and come down the sidewalk/ramp. Once you're at the rear of the building, you can't miss our signage and our door to enter. If you park in the parking structure (entrance off of Harvey St.) you'll see the signage and our door. Enter at the rear of the building and come up the stairs. You'll see our door on the right, enter and come up the stairs again.

How do I book an introductory private session?

On a computer - you may visit our website and click the link to our mindbody site "join/login". Once you log in you will be able to search for and request a private session. We will receive the request and confirm it. Once confirmed, you will receive an email confirmation and a reminder the day before.

On our mobile app - Search in the private session tab, search for "introductory private session" and find a time slot that works for you. Don't see a time that will work? Call us - If we do not answer, please leave a message and we will be happy to call you back as soon as possible

Call us - 734-459-1547 please leave a message and someone will call you back as soon as possible.

PLEASE NOTE: Introductory packages are available for purchase on our website. Private sessions may be requested before payment. However, if you have not purchased an introductory session online you will be asked to select and purchase one of our options prior to the session. Please make sure you have a credit card on file in your mindbody account.

What should I wear/bring to my workout?

Wear clothing you can move well in. We have a culligan water dispenser and cups but you may want to bring a water bottle. That is it! We have mats and all the props you would need for your workout. We have 2 restrooms and 2 private shower stalls (soap & shampoo, towels and a hair dryer provided).

How do I book a class?

On a computer - you may visit our website and click the link to our mindbody site. Once you log in you will be able to sign up for any class or session. If you do not have an active package or membership you will be prompted for payment.

Our mobile app - our studio has its own branded mobile app and it is the best and easiest way to sign up for classes. Search "core sport pilates" in the app store, download and login. Once you have an active package or membership sign up by clicking "book".

PLEASE NOTE: Online scheduling closes 2 hours before the class time. Example: If you notice at 3:30PM that there is space available and you would like to come to a 5:30PM class, the system will not allow you to enroll. Please call, text or email and we will respond as promptly as possible. You could come in and arrive in a standby situation.

Help, I made a profile in the app, but my classes are not showing up!

Fear not, you may have made a duplicate of yourself in our system. Please call the studio to have your duplicate accounts merged.

How do I cancel a class?

Login on our website or our mobile app and view your schedule. Select "Profile" and "schedule" to see upcoming classes that you are enrolled in. Select "Cancel" to remove yourself from the class or "remove" if you wish to remove yourself from a waitlist. You can log in the app or website and remove yourself from class without any penalty, any time prior to 6 hours. This will allow someone from the waitlist to get bumped in automatically. If you cancel less than 6 hours before group class starts, you can still do that via the app or website. If you have a package or membership, you will lose the session and the late fee will be added later.

What is your cancellation policy?

Private 1:1 or duet sessions scheduled with a trainer require 24 hour cancellation. Please call the studio to cancel or reschedule. If your payment is applied to the session you will be able to cancel online or via our mobile app. A late cancellation or no show will result in a loss of the session. No additional fees will be applied.

Group or Semi-Private sessions require a 6 hour cancellation notice. You may remove yourself from a class using our online scheduling or mobile app without penalty up to 6 hours before the class. If cancellation occurs within that 6 hour window it will result in the loss of the session as well as a \$10 fee.

What is your waitlist policy?

If the group class or semi-private class you want to take is full, add yourself to the waitlist. Our waitlists are constantly moving and adding clients into classes and sessions. If we notice a significant waitlist we will do our best to add more class times. The waitlist max will match the class capacity.

The waitlist will automatically add you into the class up to 6 hours before the class time (example: If you're on the waitlist for 6AM class, you could be bumped in at midnight). If you are unable to attend the class, you should remove yourself from the waitlist. If you've added yourself to multiple classes and get into a class, please remove yourself from other waitlists.

When bumped in, you will receive an email and text notification.

PLEASE NOTE: Make sure you are opted "in" for text and email notifications in your mindbody profile. (Not sure if you are? Please login to your mindbody account, email or call the studio to confirm).

If you receive the waitlist notification YOU ARE IN. The notification will offer you a chance to confirm that you saw this and that you plan to be there by responding with a "Y". Regardless if you confirm, you are IN the class. We ask you to please remove yourself promptly if you cannot attend as this will let the next person on the list into the class. This automated response will only occur if outside of the 6 hour window. If it is within the 6 hour window we can manually bump you into the class, but generally we'll start with first person and go down the list to check if you can make it as to allow you to avoid the late cancellation window. If you login and see a spot, you may enroll yourself (up to 2 hours before class start time).

I late canceled my class online, will I be charged automatically?

The late fee is not an automatic charge. We run a report each week and make exceptions if needed.

- New members get one warning/freebie
- If you miss the cutoff by a matter of minutes, we also assess that.
- If something catastrophic or emergent occurs, let us know when you are able. We are able to waive the late fee as long as you communicate the circumstances.

If you late cancel in error and actually CAN make the class please re-sign up and reach out to us (generally we can catch this and realize it was an error).

Can't make it to the studio and want to switch to the live stream option instead? Cancel yourself from the in-person class and sign up for the live stream class. If this is a late cancellation, we will generally catch it and remove the late cancellation. Live stream classes are Pilates Mat hybrid classes (not apparatus based classes).

I have 8 classes per month, can I roll over a class into the next month?

Monthly membership sessions do not roll over. Memberships are designed to keep you consistent and on track with your sessions. To see the best results it requires consistency in your practice. Our memberships are also designed to offer savings over our package rates. If you are unable to get a minimum of 8 sessions per month, packages may be better suited for you.

Can I pause my membership?

In the event of a medical need (pregnancy/surgery etc.) a membership may be paused. Suspensions due to emergencies are taken case by case. When your account is suspended you will not be able to sign up unless you purchase a package.

Can I cancel my membership?

Memberships require a 12 month autopay commitment. Canceling your membership requires 30 days notice. If you cancel immediately following a suspension it will still require 30 days notice for your final payment to run. You may cancel by calling the studio or emailing lisa@coresportstudio.com

I purchased a group membership but would like to take some semi-private or private sessions? Can I do that?

As a monthly member, you can add private or semi-private sessions a la carte if you choose. The options are:

2024 elite member rates are as follows: \$75 for a full hour private, \$38 for a 30 minute private or semi-private session. \$38 per person if you book a full hour duet with a friend/partner who is also a member. Non-member/package rates are available as well.

My duet partner has to cancel, can I still come to the session?

A duet is a shared private session. The 24 hour cancellation policy applies. If your duet partner cancels 24 hours or more in advance you will be responsible for a private session if you choose to keep the session. If the partner late cancels and their payment is applied, you may come to the session as a private session with no additional charge.

What if I come to the studio and the door is locked? Is there someone I can contact?

Although it is rare, it has happened. If you have your trainer's number you may call or text them. If a trainer is running significantly late someone will reach out to you. You may also call or text 734-549-1547 and let us know!

I was logged in to the Core Pilates app on my phone and suddenly got kicked out. What should I do?

Sometimes electronics can be glitchy. It does not mean the application crashed. You can log back into the app. If you were in the middle of scheduling class time, check to make sure your entries were recorded.

Have more questions?

Please do not hesitate to call or email Lisa for help and clarifications of any of the above, or anything we might have missed! 734-459-1547 or email lisa@coresportstudio.com