



INFORMATION GUIDE



COCOPilates

INDEX

Welcome	2
Pilates Services:	
Private Reformer Classes	4
Group Reformer Classes	5
Class Rates	6
Booking Types	8
Studio Etiquette	9
Booking:	
How to make a booking	11
How to manage your account	12
Studio Access	13
Payment Options	14
Cancellation Policy	15
Q&A	16
Contact	18



WELCOME TO COCO PILATES

COCO Pilates Studio – Steyn City, Johannesburg

COCO Pilates Studio at Steyn City blends core Pilates training with a luxury boutique setting, offering a serene escape from the pace of city life.

We specialise in Reformer Pilates, providing private, duet, and small group sessions. Our approach is rooted in holistic wellness, nurturing the mind-body connection and welcoming each client at their unique level of ability and experience.

Every session is designed to honour individuality in a calm, supportive environment where you can move, breathe, and reconnect.

We invite you to experience COCO Pilates & Lifestyle.

WWW.COCOPILATES.CO.ZA

Click here



COCOPilates

PILATES



PRIVATE CLASSES

Inside the COCO Pilates Lifestyle Studio – Steyn City

Our luxury private studio is fully equipped with state-of-the-art Reformers and a premium Reformer Cadillac unit. The Cadillac combines traditional mat work with suspension springs, offering both support and challenge. This dynamic setup enhances each session, providing a complete full-body workout that includes all the classical benefits of Reformer Pilates.

Reformer Pilates introduces variable resistance into movement, which enhances strength, flexibility, coordination, and balance. The resistance allows muscles to lengthen while working, resulting in a sculpted, lean physique without bulk. With consistent practice, clients often experience improvements in posture, core stability, and functional movement—alongside relief from common imbalances and pain, such as lower back discomfort.

At the COCO Lifestyle Studio, we specialise in one-on-one sessions. These are thoughtfully tailored for:

- Pilates beginners
- Clients requiring rehabilitation
- Advanced-level students seeking to deepen their practice

Our technically trained team of instructors is carefully matched with each client to meet their individual needs and wellness goals.

GROUP CLASSES

Group Reformer Sessions at COCO Pilates

Our popular Group Reformer Sessions are held in the COCO Pilates Reformer Studio, where we keep class sizes intentionally small—only four to six clients per session—to ensure every individual receives focused attention and support.

Each session is tailored to accommodate your unique goals and needs, delivered in our signature professional and nurturing atmosphere. The studio is equipped with state-of-the-art Reformers, offering spring-based resistance training that strengthens, tones, and enhances movement quality.

At COCO Pilates, inclusivity is at the heart of what we do. Group classes are not separated by age, fitness level, or experience. Our friendly, highly trained instructors are skilled in working with a diverse group of clients, adapting movements and progressions to suit each participant.

Before joining a Group session, we recommend booking at least one private class. This allows your instructor to assess your movement patterns and guide you towards the most effective path in your Pilates journey.

Expect a fun, challenging, and supportive environment—where we work hard, play hard, and always move with intention in a safe and caring space.



CLASS RATES

PRIVATE REFORMER

55min

Casual Booking
R680 per class

Weekly
Repeat Booking
1 Class per week
R665 per class

Weekly
Repeat Booking
2 Classes per week
R650 per class

5 Class Pack
Valid for 3 months
R3375 per pack

10 Class Pack
Valid for 6 months
R6600 per pack

GROUP REFORMER

55min

Casual booking
R380 p/p per class

Weekly
Repeat Booking
1 Class per week
R365 p/p per class

Weekly
Repeat Booking
2 Classes per week
R350 p/p per class

5 Class Pack
Valid for 3 months
R1875 per pack

10 Class Pack
Valid for 6 months
R3600 per pack

TEENGLOW REFORMER

45min

Casual booking
R370 p/p per class

Weekly
Repeat Booking
1 Class per week
R355 p/p per class

Weekly
Repeat Booking
2 Classes per week
R340 p/p per class

5 Class Pack
Valid for 3 months
R1825 per pack

10 Class Pack
Valid for 6 months
R3500 per pack

All booking T&C's apply

CLASS RATES

Booking on Request

PRIVATE PRE & POSTNATAL

45min

Casual Booking
R670 per class

Weekly
Repeat Booking
1 Class per week
R655 per class

Weekly
Repeat Booking
2 Classes per week
R640 per class

4 Class Pack
Valid for 3 months
R660 per pack

10 Class Pack
Valid for 6 months
R6500 per pack

PRIVATE CADILLAC

55min

Casual Booking
R680 per class

Weekly
Repeat Booking
1 Class per week
R665 per class

Weekly
Repeat Booking
2 Classes per week
R650 per class

5 Class Pack
Valid for 3 months
R3375 per pack

10 Class Pack
Valid for 6 months
R6600 per pack

DUET REFORMER

55min

Casual booking
R430 p/p per class

Weekly
Repeat Booking
R410 p/p per class



COCOPilates

All booking T&C's apply

BOOKING TYPES

COCO Pilates Booking Options

We offer flexible booking options to suit your schedule and commitment level. Please read through the options below to choose what works best for you:

1. Casual Booking

Ideal for occasional attendance or a pay-as-you-go approach.

Book classes as and when it suits you. No ongoing commitment required.

2. Weekly Repeat Booking

Perfect for those ready to commit to the same class time every week.

- Billed monthly, in advance.*
- Your weekly time slot is reserved and guaranteed.*
- Absences (e.g., holidays) are still invoiced to secure your space and multiple booking discount.*
- Missed sessions can be rescheduled within a 3-month period, in line with our cancellation policy and subject to availability.*

3. Class Packs

Great for those needing more flexibility.

- Purchase a pack and book classes at your convenience on the Bookamat platform.*
- You're responsible for scheduling your classes before the pack expires.*
- Unused classes after the expiry date will be forfeited.*
- Validity periods are stated on the class rates page.*

4. Waiting Lists

If your preferred class is full, join the waiting list with an active class credit.

- If a space opens, you'll be notified by email via Bookamat.*
- You must confirm the spot to secure it.*
- If no space becomes available, your credit will return to your profile for future use.*

Terms & Conditions

- All bookings are valid only as outlined above.*
- Pre-booking is essential – no walk-ins allowed.*
- Cancellations are essential – no-shows will be charged the full class rate.*
- Rates are non-refundable under any circumstances.*
- Payment and cancellation policies apply as set out on pg 18 & pg 19 of your agreement.*

STUDIO ETIQUETTE

COCO Pilates Studio Etiquette & Guidelines

At COCO Pilates, we strive to create a calm, respectful, and professional environment where every client and teacher feels supported and safe. Please take a moment to familiarise yourself with the following studio etiquette:

Hands-On Approach

Pilates is a tactile, hands-on method. Your instructor may use gentle touch to guide alignment and enhance your experience. If you're uncomfortable with tactile cueing, please inform your instructor before or after class.

Respect Toward Teachers

All our teachers are highly trained professionals. We expect all communication—both in person and in writing—to reflect mutual respect. Disrespect toward teachers will not be tolerated.

Punctuality

Our classes are carefully structured to deliver optimal benefits.

- Please arrive on time and familiarise yourself with the studio location ahead of your class.
- If you're running late, notify COCO Admin via WhatsApp.
- Clients arriving more than 5 minutes late without prior notice may forfeit their class.
- This applies to Private, Duet and Quartet lessons.
- If you cannot attend, please cancel or reschedule your session on your Bookamat profile.

Attire & Socks

- Wear comfortable, fitted clothing such as leggings, shorts, and layered tops.
- Socks are compulsory—normal or grip socks are welcome.
- If you arrive without socks, a pair of COCO sticky socks will be provided at R180, billed to your account.

STUDIO ETIQUETTE

Shoes

Our studio is a no-shoes environment. Please remove your shoes upon entry and leave them in the designated storage area.

Jewelry

For safety and to protect our equipment, please remove all jewelry (except smartwatches) before class.

Nails

If you have long nails, kindly take extra care when handling equipment to avoid damage.

Cell Phones

- Phones must be on silent and left in the designated area.
- Please do not take or make calls during class.
- Photos and videos may be taken after class with the instructor's permission.

Cleanliness & Hygiene

- Bring a towel to every session.
- We take pride in a clean environment and appreciate your help in maintaining it.
- As a courtesy to others, personal hygiene is essential—thank you for your understanding.

Changing Rooms

Please treat our shared changing facilities with care and respect, leaving them clean for the next person.

Thank you for being part of the COCO Pilates community. These guidelines help us maintain a nurturing, professional space where everyone can feel comfortable, supported, and empowered in their Pilates journey.

BOOKING



COCOPilates

HOW TO MAKE A BOOKING

Please complete below registration form to give COCO Pilates a brief background.

COCO PILATES REGISTRATION FORM

[Click here](#)

Step 1: Register with COCO Pilates on Bookamat

BOOKAMAT REGISTRATION

[Click here](#)

Step 2: Select “New Booking”

Find an activity and select your booking type option. Add to Basket.

Step 3: Pay via Bookamat to have the classes immediately activated or pay via EFT and notify COCO Pilates to activate your bookings. Please note that there is a 30min payment window before your booking expires.

Step 4: Once payment is confirmed, the booking will be moved to the Booked page.



HOW TO MANAGE YOUR ACCOUNT

Manage Your Bookings with Ease on Bookamat

We encourage all clients to actively manage their accounts via the Bookamat platform.

Using Bookamat allows you to:

- **Make instant payments** that reflect immediately on your account
- **Easily reschedule classes** at your own convenience
- **Avoid delays or miscommunication** by managing your own schedule directly

Taking control of your bookings ensures a smoother experience for both you and our team.

If you haven't yet set up your Bookamat account or need assistance navigating it, feel free to reach out—we're here to help!

Below links will give you step by step guidance on how to manage your account

[HOW TO RESCHEDULE YOUR CLASS](#)

[Click here](#)

[HOW TO BOOK A CREDIT](#)

[Click here](#)

[BOOKAMAT USER GUIDE](#)

[Click here](#)

[BOOKAMAT HELP CENTRE](#)

[Click here](#)



STUDIO ACCESS & FACILITIES

COCO Pilates Steyn City
Wellness Hub, City Centre | 8 Central Lane, Steyn City | Riverglen, Midrand

STUDIO LOCATION

[Click here](#)

Access to Steyn City:

Clients who do not reside in Steyn City are welcome to join classes at COCO Pilates Steyn City Studio.

Once your class is booked and paid for, you will receive an access code to enter the estate.

Please present the code to security along with your driver's license upon arrival.

Kindly note that entry may take a few minutes, so please allow extra time to avoid being late for your class.

Access to COCO Pilates Reformer Studio:

Enter Steyn City through the William Nicol main gate entrance.

Continue straight, passing two traffic circles.

At the third traffic circle, turn right.

You'll find parking directly in front of the studio, with COCO Pilates on your right, located in the City Centre Wellness Hub.

Parking: For your convenience, safe parking is available directly in front of the studio as well as in the City Centre underground parking.

Facilities:

The studio has restroom facilities.

Discovery Vitality:

COCO Pilates is a Discovery Vitality partner. You can earn 100 points per lesson. Complete the registration form to be added to the Vitality system. Points cannot be back logged. Please scan the QR code with your teacher before and after class to receive points.



PAYMENT OPTIONS

COCO Pilates Payment Policy

To ensure a seamless experience for all clients, please take note of the following payment terms and options:

Payment Terms

- All class payments are due monthly in advance by the 1st of each month.
- You are reserving a time slot in the Pilates schedule. If payment is not received timeously, your spot may be released to another client.
- All bookings are non-refundable.

Payment Options

- EFT
 - Banking details are provided on your monthly invoice.
 - No additional fees.
- Bookamat Online Payment
 - Convenient and immediate.
 - Please note: A 5% admin fee will be added to your account for payments made via Bookamat.

Additional Notes

- COCO Pilates is a cash-free studio.
- Please ensure timely payment to maintain your booking and avoid disruption to your schedule.

Thank you for your understanding and for being part of the COCO Pilates community.



CANCELLATION POLICY

COCO Pilates operates on a **24-hour cancellation policy**.

Clients who cancel **more than 24 hours** before their scheduled class may reschedule into **any available time slot within a 3-month period**.

Please note:

- **Weekly Recurring bookings** are not transferable to the following month.
- You are welcome to use your credits to book a class for a friend.

Cancellations made **within 24 hours** of the class time will result in the session being **forfeited**.

If you are unable to continue with lessons, we kindly request **one month's notice in advance**.

We appreciate your cooperation — **kindly respect your instructor's time and your fellow members by arriving promptly**.

If you are more than 10 minutes late, the class will be forfeited.

All class cancellations and rescheduling must be managed via the **Bookamat platform**.

Q & A



DO I NEED PRIVATE CLASSES?

Private classes are recommended to new clients who have not done reformer pilates before. Any clients with a medical condition would also be advised to start with private classes.



HOW MANY CLASSES SHOULD I DO PER WEEK?

Be realistic about time & budget when you commit to classes. Consistency is key. Two classes per week is ideal, however one class a week if combined with other activity is also sufficient.



HOW LONG WILL IT TAKE BEFORE I SEE A DIFFERENCE?

This all depend on your personal goals and commitment level. After doing pilates for a month you will start developing an mindful awareness of your body.



I'M UNFIT AND OVERWEIGHT, CAN I DO PILATES?

Absolutely yes!! Pilates is for everyone, and at COCO Pilates we will make you feel comfortable and welcome so that you can focus on improving your overall wellness.

WHY YOU SHOULD DO PILATES?

Pilates is a form of exercise which concentrates on strengthening the body with an emphasis on core strength. This helps to improve general fitness and overall well-being.

Pilates will improve your posture, balance and flexibility. In Pilates the chance of injury is much lower than with other more strenuous forms of exercise.

Pilates also focuses on the mind-body connection.

While doing the various exercises your mind needs to be constantly aware of your breathing and the way your body moves.

- *Reduced anxiety and stress*
- *Increased energy levels*
- *Improved flexibility*
- *Improved memory and thinking through concentration and breathing exercises*
- *Improved spine alignment*
- *Improved core strength*
- *Better quality of sleep*
- *Increased focus and mental alertness*
- *Enhanced immune system functioning*
- *Increased productivity and motivation*
- *Improves your balance*
- *Gives you a general sense of well-being*
- *Gain and maintain good posture*
- *Flat abdominal muscles*
- *It is suitable both for beginners and for people who already exercise regularly*



CONTACT

Location:

COCO Pilates Steyn City
Wellness Hub, City Centre
8 Central Lane, Steyn City
Riverglen, Midrand

ADMIN

Email: studio@cocopilates.co.za

Call / WhatsApp: +27 73 546 3754

www.cocopilates.co.za

CONTACT US

We would love to hear from you!