Service overview · November 15, 2026 · USD

MAKE FOLLOW-THROUGH PART OF THE ROUTINE.

A hands-on implementation and optional operating service for one Pilates studio. We connect inquiry follow-up, intro membership conversations and member care inside your agreed ClassFlow setup.

$2,500
Custom implementation

$1,000/month
Optional managed service

$399/month
Full Platform software, separate

Your implementation

Map the studio journey and current offers; configure three agreed workflows; prepare one conversion page or one supported source connection if needed; define permissions and escalation; establish the baseline; train the studio lead. Standard CSV onboarding remains included in the software plan.

Target completion is 30 days after the required access, current offers and materials are supplied. A dated proposal confirms the start, dependencies, precise deliverables and operator.

What acceptance means

Each scoped journey demonstrates the correct studio context, a useful next action, the agreed review or execution path, an identifiable owner, and a way to verify the resulting action. Review delivery, booking, attendance and paid membership evidence where applicable. Resolve failures before final acceptance. Simulations and missing evidence are labeled.

Pay $1,250 at kickoff and $1,250 when the agreed work passes acceptance. Revenue uplift is not an acceptance condition or guarantee.

Your monthly service

One scheduled queue review each service weekday; routine follow-up under your authorized rules; exception escalation; a weekly report; and a monthly improvement review. Includes one location and up to 100 active lead or member journeys per month. Confirm what counts as an active journey in the proposal; additional volume is quoted before work expands.

Hours: Monday–Friday, 9 a.m.–5 p.m. Mountain, excluding US federal holidays. Human response: by the end of the next service day. No emergency or overnight human coverage.

Optional after implementation acceptance; paid monthly in advance. Cancel before the next renewal, with service through the paid period. Software billing is separate.

Your studio's part

Name a studio lead; keep offers, capacity and attendance current; provide approved access; respond to escalations; and authorize consequential account decisions. Your team handles complaints, health concerns and service exceptions. No refund or account-change authority is implied by this overview.

Complete costs and scope

All software features stay in the Full Platform plan. Usage-based email, SMS, billable AI and payment provider costs are separately disclosed. An existing customer keeps its software terms. Supported external-system studios can use the appropriate Connect product at current catalog terms, subject to verified access.

Paid media, native app rollout, custom vendor integrations, unlimited engineering, broad website redesign and additional locations are outside the standard service. Customer data remains subject to the agreed access and handling terms.

This overview is not a signed service agreement and does not activate work or billing. Your proposal confirms scope, responsibilities, usage, start date, cancellation and acceptance before payment.

Next step: Request your studio review · info@classflow.studio