FRAME FAQs

About Us

What is FRAME?

FRAME is all about making fitness feel good. With fun, feel-good classes designed to match your mood, you can sweat, stretch, dance, bounce, get strong AF or slow things down. Whatever kind of movement you're in the mood for, FRAME gives you the freedom to move your way, across a range of classes and London studios.

What types of classes are included?

FRAME spans a wide range of movement styles across 6 pillars: TRAIN, PARTY, BALANCE, REFORMER, SCULPT & MUMHOOD, with over 50 class types including pure strength, reformer pilates, mat pilates, yoga, infrared classes, dance cardio, rebounding, strength and conditioning, barre, sculpt, sound baths, pre and postnatal classes and more.

Can I mix different styles of training?

Yes, depending on your membership. All Access Memberships let you move between different concepts, class styles and give you access to our sister brands FLOW & ROWBOTS as often as your membership allows. Signature Memberships are FRAME-specific, and Local Memberships are location-specific.

What are the genres?

PARTY
High-energy, music-led classes that feel like a night out and leave you buzzing with endorphins. Think dance cardio, music-video-style choreography, rebounding, step and more. No coordination needed - just turn up to get down. It's the most fun you can have with your clothes on.

SCULPT
Low impact, high burn and seriously addictive. From Barre to Mat Pilates to Strength & Sculpt, these precision-led classes use bands, weights and bodyweight to sculpt, strengthen and tone. Expect high reps, minimal rest, serious shakes and, of course, core work.

REFORMER
A full-body workout that builds strength, control and stability, with a focus on your core, glutes and deep stabilising muscles. From beginner basics to dynamic flows and deep release, every class is designed to help you progress, whatever your level. Expect to feel longer, stronger and seriously good.

TRAIN
Pure strength, SWEAT & strength & conditioning. These performance-led classes build strength, fitness and all-round athleticism through heavier weights, focused reps and expert coaching. From Pure Strength to Rowing and Conditioning, expect solid technique, serious endorphins and real progress. No ego, no intimidation - just good training, whatever your level.

BALANCE
Move, stretch, breathe or switch off completely. From dynamic yoga flows to deep stretch, Yin, breathwork and sound baths, these classes meet you where you are. Whether you want to sweat it out or slow it all down, this is your time,

Is FRAME suitable for beginners?

Absolutely. Our classes are designed to challenge you, whatever your level, but always at your own pace. You're in control of your workout, from the weights you choose to how far you push each movement.

Our coaches are there to support you throughout, offering progressions and regressions so you can move in a way that feels right for you.

If it's your first time, we recommend arriving 15 minutes before class so we can get you set up and give you a quick induction.

The only exception is reformer pilates. If you're new to reformer, we ask that you start with one of our beginner reformer classes before joining our open or dynamic sessions.

What is MUMHOOD?

MUMHOOD at FRAME offers pre and postnatal classes to support movement through every stage of motherhood.

Studios & Facilities

Which studios are included?

FRAME currently includes the following locations:

- FRAME: Victoria, Shoreditch, Angel, King's Cross, Hammersmith

What facilities do your studios have?

Across our studios, you will find everything you need to make your visit smooth and comfortable, including showers, changing rooms, complimentary towels, toiletries and combination lockers.

Accessibility at FRAME

We want FRAME to feel welcoming and inclusive for everyone.

Currently, our Angel studio is wheelchair accessible. Our other locations have stairs or lifts. Which may limit accessibility.

If you have any specific access requirements, we'd always recommend getting in touch with our community team ahead of your visit. We'll do everything we can to support you. Amber@wellverseholdings.com.

What Do I Need?

What should I bring to class?

Just bring yourself, your activewear and any trainers needed for your class. We also ask that any water bottle brought into the studio is closed-top only, for health and safety reasons.

Do I need grip socks?

Yes, grip socks are mandatory for Barre and Reformer Pilates.

Can I bring an open cup or coffee into the studio?

No. Only closed-top water bottles are permitted inside studio spaces.

Is there an age restriction?

Yes, FRAME is open to those aged 16 and over.

Do you offer student discounts and blue light discounts?

Yes, we offer student discounts. Yes, we offer blue light discounts.
To redeem, simply email one of our studios with a valid ID, and our team will take care of the rest.

Do you offer corporate offers or partnerships?

Yes, we offer a range of corporate options, from team classes to company credit packages, designed to support employee wellbeing in a way that works for you.

For more information, please contact siobhan@wellverseholdings.com and our team will be happy to help.

Lost Property

Do you keep lost property?

Yes. We keep lost property for two weeks at each site.

If you think you have left something behind, please contact the community team and we will gladly check the lost property log for you.

Before You Arrive

What should I do if it is my first time?

Please arrive at least 15 minutes before class and check in with the studio team. We will get you settled, answer any questions and make sure you feel right at home. Pre-order a shake for after class and receive a special discount!

What happens before class starts?

Around 5 minutes before class, your trainer will guide you through what to expect.

Studio Etiquette

Can I bring my dog?

We love dogs, but they cannot come into the studio.

Can I bring my bike inside?

Bikes are not permitted inside the studio.

Can I leave my child in the studio while I work out?

Children cannot be left unattended in the studio.

Memberships

What membership options are available?

We offer a range of membership options, including:

- All Access Memberships
- Daytimer Memberships
- Signature Memberships
- Local Memberships
- Quarterly Memberships
- Annual Memberships

Is there a contract?

Yes. Quarterly and Annual Memberships are fixed-term memberships. All other memberships are rolling monthly unless otherwise stated at the point of purchase. Membership products, pricing and benefits may be subject to change.

Is there a joining fee?

No, there is no joining fee.

Can I switch between brands and class types?

This depends on your membership.

All Access Memberships give you access across FRAME, FLOW and ROWBOTS, as well as all class types and workshops. Signature Memberships are FRAME-specific and do not include reformer classes.
Local Memberships are location-specific but include access to the eligible class types available at that location, including reformer pilates and workshops.

What is a Local Membership?

Local Memberships give you access to one studio location, including the eligible class types available at that location.

What does the FRAME Signature membership include?

FRAME Signature includes access to FRAME studios only and does not include

Reformer Pilates, or workshops.

How do I access all brands and class types if I am on FRAME Signature?

You would need to upgrade to an All Access Membership.

What is the Daytimer membership?

Daytimer is designed for those who can train during the day, offering great value in exchange for training at off-peak times. It's available in two versions: Daytimer (Signature) and Daytimer (All Access).

What does Daytimer (Signature) include?

- Access to FRAME only
- Includes all non-Reformer classes
- Available for classes starting between 8:30am and 4:30pm, Monday to Friday • At weekends, available for any class starting from 12:00pm onwards
- Maximum of one class booking per day

What does Daytimer (All Access) include?

- Access to all off-peak classes across FRAME, ROWBOTS and FLOW
- No class-type restrictions, other than the time windows below
- Available for classes starting between 8:30am and 4:30pm, Monday to Friday • At weekends, available for any class starting from 12:00pm onwards
- Maximum of one class booking per day

Can I use a discount with my Daytimer membership?

No. Daytimer memberships are already priced to offer great value, so they're exclusive of any discounts.

Do I have access to workshops with my membership?

All Access Memberships include workshops.

Signature Memberships receive 50% off workshops.

Local Memberships include workshop access at your chosen location.

Workshop access and discounts are subject to availability and the terms of your membership.

How do I cancel my membership?

You can cancel your membership by contacting your studio directly or emailing info@wellverseholdings.com. Cancellations must be made at least 30 days before your next payment due date.

Top-Up Credits

Can I top up my membership credits?

Yes. Only All Access All In and Signature All In.

Top-up credits are available, if you use all of your monthly membership credits.

- Signature top-up: £50 for 10 additional credits
- All Access top-up: £55 for 10 additional credits

A few things to know:

- Top-ups expire on your usual billing date
- They do not roll over
- They can be purchased by email, phone or in-studio

Top-up credits are subject to the applicable membership terms and expiry conditions.

Cancelling, Moving & Missing Classes

What is the cancellation window?

You can cancel a class up to 12 hours before the start time with no charge. Cancellations made within 12 hours are considered late cancellations and will incur a penalty.

Is there a late cancellation fee?

Yes, if you cancel within 12 hours of the class start time, a late cancellation fee will apply.

- Memberships: a £7.50 late cancellation fee will be charged. Your class credit will be returned, so you can rebook.
- Credit packs: the class credit will be deducted. No additional fee will be charged.

What happens if I do not show up?

If you do not attend your class, this is treated as a late cancellation, with a slightly higher fee.

- Memberships: a £12.50 no-show fee will be charged. Your class credit will be returned, so you can rebook.
- Credit packs: the class credit will be deducted. No additional fee will be charged.

Can I move my booking?

If there is space in the class and you booked directly through FRAME, you can move to another class on the same day by calling the studio. If you are moving out of a sold-out class within the 12-hour cancellation window, that will count as a late cancellation and the credit will be lost or a penalty charged.

Do you offer any grace for late cancellations?

Yes, we understand that plans can change. As part of your membership, you have a small number of goodwill exemptions each year:

- Memberships: 3 late cancellation exemptions per year
- Credit packs: 1 late cancellation exemption per year

These can be used with no questions asked, giving you a little extra flexibility when you need it most.

I booked through a third-party platform, can you amend my booking?

We treat everyone who walks through our doors as part of our community, no matter how you booked.

However, if your booking was made through a third-party provider (such as ClassPass or Gympass), we're unable to make changes, cancellations or apply grace periods on your behalf. For any amendments, please contact your booking provider directly and they'll be able to assist you.

Do you offer refunds?

As part of our booking policy, classes, memberships and credit packs are non-refundable. We always aim to offer flexibility where possible, including booking changes (within policy) and goodwill exemptions, but refunds are not offered once a purchase has been made.

In line with UK consumer law, a 14-day cooling-off period applies. However, this is only valid if your credits or membership have not been used. Once any part of a class pack or membership has been used, the cooling-off period no longer applies and refunds cannot be issued.

If you're unsure about anything before booking, our Community Team will always be happy to guide you.

How does your waitlist work?

If a class is full, you can join the waitlist. If a spot becomes available, the first person on the waitlist will be automatically added and notified by email.

No longer available to attend? Please remove yourself from the waitlist to allow others to join. If you're moved into the class, our standard 12-hour cancellation policy applies.

Late Arrival Policy

Can I still join if I am running late?

For safety, fairness and class flow, late entry rules vary by brand:

- FRAME: up to 5 minutes late permitted

If you book directly through us and arrive late, we will always do our best to move you into the next available class where possible.

Freezes

Can I freeze my membership?

Yes, memberships can be frozen by one of our community team, via email, phone or in the studio only. All Access members can freeze for up to two one-month freezes per year. Other memberships can freeze for one one-month freeze per year.

Can I purchase an additional freeze?

Yes. Chargeable freezes are available:

- All In: £50
- Signature: £25

Are there any exceptions?

Yes. Longer freezes may be accommodated for pregnancy or illness with a note.

Class Pack Extensions

Can I extend my class pack?
Yes, eligible class packs can be extended by one of our community team, via email, phone or in studio only.

What packs are not eligible for extensions?

Sale or promotional class packs cannot be extended.

Is there a free extension option?

Yes. You can receive one free two-week extension per year.

How many times can a class pack be extended?

A pack can be extended a maximum of three times.

Can I purchase a longer extension?

Yes.Only All Access All In and Signature All In.
Yes. One-month chargeable extensions are available based on the number of credits remaining on your pack:

- 3 to 5 credits: £10
- 6 to 14 credits: £20
- 15+ credits: £35

Do you ever make exceptions?

Longer exceptions may also be considered for pregnancy or illness with a note.

Booking Platform & App

Where do I book classes?

You can book via the FRAME website and our app.

How far in advance can I book classes?

Classes can generally be booked up to 14 days in advance across all studios.

All Access Memberships benefit from priority booking, with an extended booking window of up to 21 days, giving members earlier access to the timetable.

Do I need a new account?

No. Your existing account will be migrated, although you may need to reset your password.

Is there an app?

Yes, download here https://apps.apple.com/gb/app/wellverse-app/id6740549816

What can I do in the app?
You can browse timetables across all brands, book classes, purchase memberships or credits, take on challenges, set goals, connect your Apple/Android watch and manage your account, all in one place.

You'll also be able to pre-order shakes, book workshops, and stay up to date with the latest offers and experiences across FRAME.

I already had an account. What should I do?

You may need to reset your password the first time you log in to the new system.

I am having trouble logging in. What should I do?
Try the "Forgot Password" option first. If you are still having trouble, please contact yasemin@wellverseholdings.com and she will help.

Intro Offers

What Intro Offers are available?

The Intro Offer includes 3 classes at FRAME. (any FRAME location)

Pre & Postnatal

Can I attend classes if I am pregnant or postnatal?

Yes, many of our classes across FRAME are suitable for prenatal and postnatal clients, and our team is always on hand to offer thoughtful modifications so you can move safely and confidently.

We also offer MUMHOOD, a dedicated range of specialist pre and postnatal classes designed to support you through every stage of pregnancy and recovery.

If you are returning to exercise postnatally, you must have had your 6 to 8 week check-up with a healthcare professional before attending any classes. This is typically around 6 weeks for a vaginal birth and 8 weeks for a C-section, though timing may vary.

We recommend arriving at least 10 minutes before class and letting your instructor know so they can support you with appropriate modifications.

Reformer guidance:

- Beginner Reformer is suitable for all prenatal and postnatal clients

• Signature Reformer may be suitable if you have prior reformer experience • We advise against Advanced Reformer during pregnancy or postnatal recovery • Deep Release Reformer is not suitable during pregnancy due to long holds and deep stretching

Please note:

- Infrared classes are not suitable during pregnancy
- Certain conditions, such as preeclampsia or placenta previa, may mean group exercise is not recommended
- If you are ever unsure about a class type, we recommend checking with our team before booking

Attendance is always at your own discretion and in consultation with your doctor or healthcare professional. If you need guidance, our team is always here to help you find the most suitable class for you.

Infrared Classes

What is infrared training?

Infrared classes use gentle heat (around 38°C) to warm the body from the inside out. This helps to deepen muscle engagement, increase circulation, release tension and support recovery, leaving you feeling both challenged and restored.

Is infrared suitable for everyone?

Infrared classes are not suitable during pregnancy. They may also not be suitable for individuals with cardiovascular conditions, blood pressure concerns or blood sugar conditions.

Attendance is at your own discretion and in consultation with your doctor or healthcare professional. All clients attending infrared classes will be asked to complete a waiver outlining any contraindications before participating.

If you have any questions or are unsure whether infrared is right for you, we recommend speaking to our team ahead of your visit.

Guest Allowance

Can I bring a friend?

Selected memberships include a guest pass allowance. Eligible memberships may include:

- All Access All In Memberships
- Signature All In Memberships
- Local All In Memberships

These memberships include 1 guest pass per applicable membership period, which may be monthly, quarterly or annual depending on the membership purchased.

Credit packs may also be used to book a guest where permitted. Any guest booking made using a credit pack will deduct the relevant credit from your pack.

We also offer a referral programme, if you refer a friend you get a free credit! This is done in the app.

Gift Cards

Do you sell gift cards?

Yes, gift cards are available to purchase online and make the perfect present.

They are digital gift cards, which can be sent directly to the recipient's email at the time of purchase. Simply enter their email address at checkout and they'll receive their gift card instantly, along with a unique code to redeem.

All gift cards are valid for 12 months from the date of purchase.

Still Need Help?

If you cannot find what you are looking for, our Community Team is always happy to help.

- Angel: angel@moveyourframe.com
- King's Cross: kingsx@moveyourframe.com
- Hammersmith: hammersmith@moveyourframe.com
- Victoria: victoria@moveyourframe.com
- Shoreditch: shoreditch@moveyourframe.com
- General and membership enquiries: info@wellverseholdings.com