

Class and Studio Information for clients

We look forward to seeing you very soon back at the studio for your class, however we have written this document to advise all of our clients of the continuing safety measures that will be kept in place indefinitely for all classes at either Carfax or Denne Parade after all government restrictions have been lifted.

Whilst no continuing infection protocol or social distancing measures are required after the 19th of July, we want all staff and clients returning to the studio to feel safe and confident to do so, therefore we outlined in detail our continuing policy as of the 19th of July.

Mask Policy and Mats

- **We require all clients to wear face-covering when on the premises in communal areas** such as reception, cloakroom, stairs and toilets.
- When in the studios, you'll see that the mats have been already set out. The mats cannot be moved into a different position, but you can vary your position on the mat for maximum visibility to the instructor or to create more distance from other clients head position.
- **As you'll be static on your mat we do not require clients to wear masks during your class.**
- **If you are exempt from wearing a mask, then you are very welcome to return to classes, but we would request that you wear your exemption lanyard to the studio.**

General information

- If you are exhibiting any symptoms which are associated with Corona Virus (general feeling of unwell, fever, cough, etc) - or are in contact with someone who has - then please do not attend the studio, and make contact via telephone or email to cancel / discuss.
- If you are exhibiting a temperature above 37 degrees upon entry to the clinic you will be refused entry to the class.
- When moving around the communal areas, we ask all clients to respect personal distancing as appropriate. We do understand that due to the layout of our premises – especially Carfax - this does create some challenges. However, we ask our clients to move through the premises as quickly and efficiently as they can, and crucially respecting the personal space of others.
- Hand washing / sanitising remains one of the most effective mechanisms for reducing cross-contamination. Therefore, please wash or sanitise your hands upon entry to the clinic and as regularly as appropriate.
- Whilst we'll continue to provide mats and equipment for the class, we also invite clients to bring their own if they have it.
- Socks are required for all classes.
- We will be using studio equipment for the classes, in the form of spikey balls, trigger point balls, bands, blocks, weights, rings, rollers and bolsters.
- **We will be using the harder blocks for the under head, therefore if you normally require a soft head cushion or wedge please bring a small towel or your own with you. Head cushions can also be purchased at the studio.**
- **For yoga and relaxation classes we ask you to bring your own blanket.**
- Small equipment will be available for purchase in the studio.

Arriving for your class

- When attending a class, please arrive in the clothes that you will be wearing for the class. This is to minimise time spent changing, etc. Our windows may well be open more than they usually are in the studio, so please bear this in mind when selecting clothes for your class.
- Please arrive for the class no more than fifteen minutes before the start time. Get ready for the class (removing shoes, coats, etc), and place in the designated areas for both sites. This will be the back cloakroom area for Denne Parade and the cubby holes in reception for Carfax then make your way straight to the studio – there is no need to wait in reception to be collected by the instructor.

Water will be provided on the premises and small paper cups are provided, however we do recommend that you bring either a refillable bottle or your own water for the class.

During your class

- When you arrive in the studio, you'll see that each mat will be set up with all the equipment that you'll need, along with wipes and individual sanitiser bottles. Whilst everything is wiped down after use, please feel free to wipe it down before you start too.
- When you're in your station, please feel free to remove your mask. Please ensure good mask hygiene, such as storing safely and sanitising your hands after removal.
- You'll note that more windows may be open than usual. We ask clients not to open or close any windows themselves.
- The instructor will reiterate the processes for the class before it begins. They may also check with everyone if they're happy to be approached for correction etc.
- Due to the fact that the instructor will be moving freely between stations to provide correction, they'll be still wearing a mask or visor during the class. There may also be cases where they will be sanitising their hands more often than usual, possibly after working closely with you.
- At the end of your class you'll be asked to wipe down your mat or equipment. Please do so as best you can, helping us keep the environment as safe as possible for everyone.

After your class and leaving the studio

It's vital to minimise the numbers of people in the communal areas, and therefore when the class has finished we're requesting the following:

- After the class has finished and you're preparing to leave the studio, please replace your mask before you move out of your station. It's vital that masks are worn in communal areas.
- It's vital that everyone doesn't leave the studio 'all at once' which could cause overcrowding in the common areas. We have allowed fifteen minutes for the class clients to leave the premises, so please work with others allowing a gradual flow from the studio. We are not being prescriptive around this (such as checking two-in, two-out, etc) however we ask everyone to be patient and respectful.
- When getting changed/putting on coats and shoes etc please do this as swiftly as possible so that people behind you who are waiting can leave the studio as efficiently as they can.
- Please leave the premises as quickly as you can, to support everyone else leaving and the next class arriving. We know that there are times when you may want to connect with the team to

pay for passes, or discuss other classes that are taking place. We request that this is dealt with online or on the phone to minimise the amount of people in the premises at any time.

Please contact us immediately if you display any symptoms of COVID 19 within five days of attending a class at the studio.

Phew. We know there's a lot to take in and understand there, and as we mentioned right at the start we know that we have all been making adjustments for some time now. However, for us to be able to open up our classes again, we feel that it is still absolutely vital that we do so in the safest way possible. We're absolutely committed to doing what we can to protect our client and staff, whilst providing the classes that we know our clients want. We're keen to strike the balance between robust processes, whilst also understanding that everyone is able to visit the studio being mindful and respectful of the needs of others. We're therefore confident that everyone will work together to ensure a high level of safety for all.

If you have any questions about the information above, then please drop us a quick email to ask.