

We've put this document together to outline the details of our online classes, which started successfully on 23rd March and have continued all the way through the first – and then second - lockdown. Here are the things you need to know.

The headlines!

We're using the Zoom Cloud Meetings platform to deliver our classes. If you're using a tablet or phone, you'll need to install the free of charge Zoom app. Just search for this in the Google Play Store, or App Store. Your experience will be better the bigger the screen and the more you'll feel like you're in the class, so using a laptop is also a good idea. The classes will be fully interactive and corrective, so the instructor can see you, talk to you, and correct you - just like being in a class! We're limiting attendees to just ten people, so the instructor can focus on you.

When it comes to our online classes, everything else is pretty much the same as the classes that we delivery face-to-face. Attendance is managed by our online class system, and reminders, booking emails, class passes, cancellation policy all remains the same as always. The only difference is that we're not taking a register about who's coming the following week. If you're not coming, you'll have to either log onto our online system or get in contact with us. Apart from that though, it's all the same.

Please note, due to the vast amount of different equipment out there, we won't be able to offer technical assistance around the process. Ultimately everyone has different phones / laptops / tvs / tablets etc, and we therefore won't know the detail of what you're using and how it'll work specifically for you. Zoom does have some great help texts and videos. Google is your friend too!

But what about equipment?

We will be adding props and small bits of kit to many of the online classes therefore to get the most out of your classes in future we recommend you have the following:

- A cushion/book or towel for the head.
- A belt of some sort that doesn't stretch (a dressing gown belt is marvellous)
- A tennis ball or spikey ball
- A harder ball or trigger point ball.
- A small Pilates ball
- Stretchy bands, like we use in the studio.

We purchase our equipment from <https://www.66fit.com> and <https://www.mad-hq.com> but these can also be found on Amazon. We also have all of the equipment available for purchase in our Denne Parade site, which is still open at the moment.

Booking into a class

- If you'd like to join us for a class, then either book yourself in online, or speak to us about booking you in. You'll have to speak to us if you'd like a permanent place, as only we can assign those.
- We've reviewed our timetable throughout 2020, and you can see our latest timetable at <https://www.totaltherapystudios.co.uk/timetable.html>
- The link to join the class will automatically sent to you when you're enrolled, and on all reminders. It's in the section that says 'Special Instructions', and you might be prompted for a password. Please note that the log in stays the same for the class every week.

Taking part in a class

- You will be able to access the class five minutes before the class start time.
- The aim for these classes is to be corrective therefore you will need to turn your video on. Please note that if your video is on all other attendees will be able to see you like you are in a normal class, and is a large part of what makes you feel part of the class! Please bear this in mind when attending the online class because if you decide to do the class in your underwear we will all know!
- If you don't want to be seen, you can turn off your video, but understand that the instructor will not be able to personally correct you, however you can still enjoy the class as you'll still be able to see and hear us.
- Due to the online nature of these classes you'll need to be muted to avoid noise interference and background noise from each individual and their environment. You all have the facility to unmute yourself to ask a question, but we would need you to mute yourself again. **If there's one thing that we advise you get used to with Zoom, it's understanding how to mute yourself on and off, or turn your video on and off.**

After the class

- Class credits will be taken as normal once the class has been completed. Please let us know if you had technical difficulties and were not able to join.
- If you are low on credits you will receive an email just like normal. You can pay by PayPal via the classes page on our website (<https://totaltherapystudios.co.uk/classes.html>)
- If you have a permanent place on the online class, don't forget to drop us a line to let us know if you're not coming the following week.

So there you go! Classes will be added as demand increases therefore if you want to move onto a new class in the future please let us know. We'll be keeping our timetable on our website updated as a priority, so please visit (<https://totaltherapystudios.co.uk/timetable.html>) to see what's scheduled. You might need to refresh the page to ensure you're seeing the latest version.

We're proud of our online classes, and our instructors are deeply experienced in delivering these. Some of the classes are delivered from our dedicated broadcast systems at our studios, and some are delivered from the instructors own studios at their homes.

We feel that they really support our clients in keeping moving, healthy, and connected during these most challenging of times. They've proved incredibly popular, and the ability to exercise – with interactive instruction – from the comfort of your own home is something that we'll be continuing in the future.

FAQ:

I thought I was booked on an online class, but I didn't get a reminder with the log in?

If this is the case, please get in contact. We'll be able to ensure we're expecting you, but remember if you'd like to attend a class the log in is the same as the previous week.

Can I pay for class credits over the phone? I don't want to pay via the internet.

Sure. Whilst we'd prefer these happen via the Paypal links on our website as this is fully automated, feel free to call us on the same number.

I was meant to be on a class but my internet failed. Will I still be charged?

Just let us know you had problems, and we'll double check you weren't on it and make sure no charge is applied.

The internet is a little bit jerky and buffers? Can you speed up your internet?

The nature of the internet means that occasionally something can buffer. However, it's worth pointing out that this can happen at both ends, so to speak. At our studios, we have dedicated super-high speed internet to deliver the classes, and this is true at the instructors studios too. If you are seeing issues, it could be worth doing a speed-test at your end, and being mindful if you've anyone else using your internet connect (such as watching HD Netflix in another room!) when you're doing your class.

When I'm in a class, if someone coughs or makes a noise it keeps switching back to that person. I just want to see the instructor.

This is a feature of the software. But if you just want to lock it one person (like the instructor) you can 'pin' the view. It's hard to tell you how to do this, due to so many different devices. But play around with the menus – pinning the view is what you're looking for.

What happens to my permanent place on my original class when we come back to the studio? When things start up again – as they will hopefully before too long – everything will be as it was before it closed down, including existing permanent places. The online classes are an entirely temporary measure to support you through these challenging times.