



## **MOVE Studios Policies and Procedures as of May 18, 2020**

**COVID 19 PROTOCOLS:** MOVE Studios is requiring all clients taking In-Person classes or private sessions to wear masks, gloves and socks. We also encourage them to bring a towel for laying on mats, large equipment, foam rollers and ARCs if they feel more comfortable with that additional barrier. We ask that all clients take their temperatures at the studio before a session starts. Temperatures above 99.5°F/37.5°C are considered elevated and we will be glad to reschedule you with a doctor's clearance, or when the fever has been gone for 3 days. Please **DO NOT COME** to the studio if experiencing any out-of-the ordinary symptoms including fever, muscle aches, sore throat, or shortness of breath. All instructors will take their temperatures at the beginning and end of each day, wash hands between sessions, and wear masks, gloves and socks as well.

**STUDIO ACCESS:** MOVE Studios is located in a building with a security system. The front doors to the building are currently closed at all times as a precaution to virus spread. You will need to enter using a code on the keypad to the right of the door. Once you receive the code information, please keep it in a safe place where you can access it if you get to the door and it is locked.

**ONLINE SCHEDULING:** Mindbody Online is the scheduling package used by MOVE Studios and it is a great way to be in charge of your class and appointment schedule, payments and account history. You can also view and book classes on your phone with the Mindbody Connect app available for both iPhones and Androids. Please be sure to complete your profile fully when registering. If you have any questions do not hesitate to contact us.

**DURATION OF CLASSES/PRIVATE:** Classes booked for 60 minutes are 55 minutes of contact time. Online and In-Person Private Sessions holding 90-minute blocks on the schedule are also 55 minutes of contact time with extra time built in for cleaning time and/or tech issues. 90 minute Evaluations have 85 minutes of contact time.

**ARRIVAL:** When you arrive at a class, the Mindbody app will automatically check you in when you arrive if you have your location options switched on for your phone. If you have not signed up via the app, or in advance, please be sure to get checked in through your instructor.

**SHOES:** To keep the floors clean and in good condition we maintain a "no shoes" policy. Please do not wear your shoes past the lobby, or preferably (especially on wet/snowy days) please leave your shoes **OUTSIDE** the studio door (see coat rack/mats for this). If you are concerned about leaving your shoes, please carry them into the space and place them on a towel to absorb moisture. (Staff may wear shoes that they keep at the studio specifically for daily wear.)

**INCLEMENT WEATHER:** The studio will remain open as scheduled during inclement weather. If an extreme weather event occurs, an email will be sent out regarding any scheduling changes. Please be sure to opt in to emails when signing up in Mindbody Online to ensure you are on the Constant Contact email list and receive this information.

**CANCELLATION POLICY:** For the benefit of all clients and staff, it is important that cancellation of appointments and classes be made in a timely manner.

**For Private Appointments: Cancellation on private session is required 24 hours** in advance of the appointment. Client will automatically be charged for the missed appointment at a rate of 50% for a cancellation within 12-24 hours and 100% for a cancellation inside of 12 hours.

**For Classes:** All classes require cancellation at least **12 hours in advance**. If you fail to appear when you have signed up in advance, you will be charged the full amount for the class. Please plan accordingly. **OOPS POLICY:** All clients in good standing will be forgiven one late cancel per calendar year, class or private, at the discretion of the instructor. (Please see Informed Consent/Waiver for complete details regarding online cancellation and staff notification).

**STAFF CANCELLATIONS:** In the event that your instructor becomes ill or otherwise unable to teach at the last minute due to an unforeseen emergency, you will be contacted as soon as possible. If another staff member is available to work with you, you will be given the option to reschedule or to see the alternate staff member.