



COVID-19 OUTBREAK PROCEDURE

SPIN CITY EXETER

STAGE 1 – NOTIFICATION

If you develop symptoms within a two-week period of being at the studio, or if you learn that you have been in direct contact with somebody who has later tested positive, we would ask you to contact us via mail@spincityexeter.com as soon as possible. Your name and personal details will be kept confidential at all times, as per our data protection policy.

STAGE 2 – TRACK AND TRACE

If somebody within your class has developed symptoms (or been in direct contact with somebody who has tested positive) and notified the studio, you will be notified as soon as possible and advised to stay at home and self-isolate for 14 days. We will be using the contact details on Team Up to contact you so please ensure they are up to date.

STAGE 3 – CLEANING AND CLOSING

If we believe there have been cases of Covid-19 at the studio or in the building, then the studio will close for a period of time to allow Exeter Phoenix to deep clean the premises and our team to conduct a rigorous clean of our equipment. All students will be notified of a closure as soon as possible using your contact details on Team Up. All pay-as-you-go bookings for cancelled classes will be refunded. Where applicable, class pack credits will be reimbursed and class packs will be put on hold until we can reopen; payments for class packs will remain non-refundable.

STAGE 4 – RECORDING

Any outbreaks will be recorded in full in the studio's incident report book.

STAGE 5 – REOPENING

Once Stage 3 has been completed in full and Exeter Phoenix is able to reopen, the studio will also reopen. All students will be notified with a confirmation of the reopening date and any other necessary information.