



## SPIN CITY EXETER UPDATE TO COVID PROCEDURES 19 JULY 2021

Dear students,

In light of Covid-19 restrictions being lifted on Monday 19<sup>th</sup> July we wanted to give you an update on how our Covid-19 policies and procedures at the studio will/will not be changing.

We want to continue to make every attempt to keep all of our students and instructors safe during this challenging time, especially as Covid-19 cases are increasing nationwide. Therefore we will not be stopping all of the additional procedures that we have been in place and we want to continue to make it clear that we cannot guarantee that the Covid-19 virus will not enter Spin City Exeter and that due to the very nature of our classes, there is always a risk of you becoming ill with this (or any other) communicable disease. We wanted to make sure you are fully aware of this risk in making the decision to attend and the policies we have put in place to try to minimise this risk.

Please carefully review our updated policies and procedures attached to this letter which will override our existing policies for the time being. You will find the following documents attached and we have highlighted some of the key rules below:

- ✓ **Hygiene Policy**
- ✓ **Social Distancing Policy**
- ✓ **New Studio Floorplan**
- ✓ **Covid-19 Informed Consent** – you will be required to sign this before booking your first class on Team Up, to acknowledge the current situation and our Covid-19 related policies and procedures

### Key Information to Note

- **Class start times** - Please wait outside Studio 2 for your instructor to invite you into the studio for the start of your class. You will no longer need to wait outside Exeter Phoenix main entrance. However as usual if you do not arrive in time for the start of the class, you will not be able to join the class.
- **Social Distancing** - It is no longer mandatory to adhere to social distancing rules, however we recommend that wherever possible all students maintain a minimum of 1 metre distance from anybody that they do not live with.
- **Face Coverings** – It is no longer mandatory to wear a face covering while in communal areas of the Exeter Phoenix building, however we still recommend using one when you are unable to socially distance.
- **Personal belongings** - student storage space will be very limited so please only bring into the studio what you need for class and wear minimal outer clothing that is able to fit inside one closed bag.
- **Pole grip** - please ensure you bring your own grip with you as communal grip will not be available at the studio and we will not be allowing students to share grip between them.

## **Updated Timetable / Class Rules**

We will still be running a reduced timetable in comparison to our pre-Covid one. For now classes will be running on Tuesday, Wednesday and Thursday evenings but intend to expand to include Fridays during September. Classes will no longer be limited to 8 students, so there will now be up to 12 students in each class. Whilst social distancing is no longer mandatory, spotting by students is still not an option in any class, so class content may need to be adapted to allow for this. Spotting may be carried out by your instructor (if both instructor and student agree) but the instructor will be required to wear a face covering and use hand sanitiser before and after.

## **Pricing and Class Pack Structure**

Whilst our timetable is reduced and we are continuing to follow social distancing and additional hygiene procedures, we can only allow bookings to be purchased at a reduced pay-as-you-go rate. It will not be possible to book classes using class pack credits, whether on an existing or newly purchased class pack. In addition, any class discount vouchers you currently hold will not be valid. Once we return to a fuller timetable and class take up is back to pre-Covid levels, class packs and possibly other incentives will once again become active.

## **Updated Booking Procedure**

All classes must be booked via Team Up in the usual way; classes will be available to book four weeks in advance.

## **Cancellation and Refund Policy**

It is more important than ever that you cancel your booking if unable to attend, to allow another student to book in your place. Our cancellation policy remains unchanged and is as follows:

- 36 hours notice or more – full refund of any payment made/reimbursement of class pack credit
- Less than 36 hours notice – full payment required; no refund/ reimbursement of class pack credit unless a medical certificate or extenuating circumstances are present (extenuating circumstances may be accepted at the discretion of the studio owner)

Please note that if you are late for your class and unable to join you will not receive a refund.

Please note that the cancellation policy will still apply when an illness or cancellation is related to Covid-19 and/or a student's need to self-isolate.

In the event of a further lockdown resulting in the studio closing, 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.

It is essential that we have your up to date contact details for Track and Trace purposes so please ensure you check these are correct on Team Up **before** booking your first class.

We are so happy that we have got to this stage and we can see things slowly getting back to normal in the studio. If you have any questions at all, please don't hesitate to contact us.

**Karenza Catanach & Krissy Salmon**  
*Spin City Exeter Studio Owners*

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