



SPIN CITY EXETER UPDATE TO COVID PROCEDURES 29 NOVEMBER 2021

Dear students,

In light of some Covid-19 restrictions being tightened as a result of the emergence of the Omicron strain of the virus, we wanted to remind you of the Covid-19 policies and procedures at the studio which we should all be continuing to adhere to.

We want to continue to make every attempt to keep all of our students and instructors safe during this challenging time, especially as the number of Covid-19 cases nationwide is ever changing. Therefore we will be continuing to follow the additional procedures that we have put 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 take the time to re-review our updated policies and procedures which continue to override our previous policies for the time being. You will find the following documents on the Covid-19 Information section of our website which highlight some of the key rules we are following:

- ✓ **Hygiene Policy**
- ✓ **Social Distancing Policy**
- ✓ **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

Additional 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 not currently 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 not currently 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 is very limited so please only bring into the studio what you need for class and wear minimal outer clothing that can fit inside one closed bag. Please only store belongings in the designated area.
- **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 are now running a full timetable but please be aware that we cannot rule out the reintroduction of additional cleaning time between classes, subject to how things develop. Classes will continue to run at full capacity until further notice. Whilst social distancing is not currently 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

Please be aware that 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.

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.

If you have any questions at all, please don't hesitate to contact us.

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