



SPIN CITY EXETER RE-OPENING MAY 2021

Dear students,

We are very excited to be able to welcome you back to Spin City Exeter from Tuesday 18th May. Before you attend class, we want to make sure you understand that in light of the current Covid-19 pandemic we have changed a number of policies and procedures at the studio.

We are making every attempt to keep all of our students and instructors safe during this challenging time, but we want to make 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 to be 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 Rules to Note

- **Class start times** - your instructor will meet you outside Exeter Phoenix main entrance ten minutes before your class start time and direct you into the studio. If you do not arrive in time and the instructor has already collected the other students, you will not be able to join the class. Please ensure you follow social distancing guidelines when waiting for your instructor to meet you and in the communal areas of the building.
- **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

We will be running a reduced timetable in comparison to our pre-Covid one, however we are running more classes than we were before we closed for the most recent lockdown. For now classes will be running on Tuesday, Wednesday and Thursday evenings but we may expand to include Fridays again later in the year. Classes are limited to 8 students, but we will be working on the basis that from June/July we will be able to run a fuller timetable at full capacity if social distancing is

relaxed - updates will be provided when available. During May some classes may be pitched at a "back to basics" level, subject to instructor discretion. Many students and some instructors won't have been able to pole during lockdown, so both students and instructors will need to regain strength and skin conditioning. Also, while social distancing measures are present, spotting is not an option in any class, so class content may need to be adapted to allow for this. Some classes will be suitable for all students (including beginners and new starters) and some classes will be suitable for intermediate+ students only; please check class descriptions before you book.

Pricing and Class Pack Structure

Whilst our timetable is reduced and we are required 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, existing class packs and possibly other incentives will once again become active.

We realise this will be disappointing but we are sure you will be aware that the past year has been very difficult for small business owners, particularly those who like us did not qualify for any government support, and sadly many have not survived. For the sake of the business, to enable us to offer a reopening during May we have no option but to allow pay-as-you-go bookings only in order to cover the costs associated with this.

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

Classes will be limited to 8 students, so 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 cannot wait to welcome you back to the studio and see you all back on the pole! 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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