

**TITLE: Policy – Studio Rules & Behaviour**

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**1.0 PURPOSE**

The purpose of this policy is to outline the arrangements that apply for Bookings, Cancellation and Refunds.

**2.0 SCOPE**

This policy forms part of the Terms & Conditions (T&Cs) applicable to all clients of NY Studio, located at Unit 21, Terry Dicken Industrial Estate, Station Road, Stokesley, TS9 7AE.

**3.0 RESPONSIBILITIES**

The business owner will be responsible for ensuring that the T&Cs are kept up to date  
 Clients should make themselves familiar with the contents of this policy document.

**4.0 POLICY**

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3	310822	General Update	GAG	KJG	KJG
2	040921		GAG	KJG	KJG
1	260520	General Review	GAG	KJG	KJG
0	260818		GAG	KJG	KJG
<b>REV</b>	<b>DATE</b>	<b>AMENDMENT</b>	<b>PREPARED</b>	<b>CHECKED</b>	<b>APPROVED</b>

**TITLE: Policy – Studio Rules & Behaviour**

## **NY Studio Pilates: Studio Rules & Behaviour Policy**

Please take a moment to read because client safety and well-being is important to us. We don't have many rules but the ones that we do have are to make it easier and safer for you and all our clients.

### **1.0 HEALTH ISSUES**

Please advise any health issues to your therapist / teacher prior to commencing your session. Please be respectful of others, we have clients with long term illnesses and compromised immune systems. If you are feeling unwell, have a raised temperature or suffering infection, please do not turn up - book out of your session and rearrange.

### **2.0 WHAT SHOULD YOU WEAR**

In Pilates you may find your bodies in precarious positions, so we recommend for your modesty and ours fitted, secure, comfortable, non-see through workout attire. Men please wear supportive gear. Thank you in advance for your understanding.

### **3.0 MOBILE PHONES**

We believe you can be separated from your phone, pager or other homing device, for the duration of a class. People also come to our studio to get away from the stresses and strains of modern life, and to have a good chill out. Please silence all such devices, otherwise we will ask for 20 extra push-ups! We understand the occasional emergency phone call.

### **4.0 STUDIO AREA**

To avoid disruption please arrive five minutes before your session starts as we aim to start on time. Classes begin with a warm-up – this is an important aspect of each class and essential for your safety and enjoyment.

Classes take place in a calm, peaceful and respectful environment. Please be polite and courteous to others and mindful that students are working hard to focus - enter like a ninja.

We think that our studio is far cleaner than any gym you have ever set foot in, and we want to keep it that way! Since your bodies often find themselves on our floor we ask you to:

- Remove your outside shoes before entering the workout area.
- Not bring anything into the class area apart from water.
- Clean your hands (hand sanitizer is provided) before touching any equipment.
- Use the cubby boxes at the studio for storing shoes and clothes
- Tidy your mat after every use and put away your equipment.

Thank you in advance.

PS Although the studio is not responsible for lost, stolen or damaged items, please feel free to store your belongings in a cubby or keep them with you. Lost Property will be kept at the studio for 3 months.

### **5.0 PHOTOGRAPHS**

Photographs and Videos may be made in the studio for or on behalf of NYStudio with your consent. Please respect others by not making any recordings, photographs or videos during classes and events. Privacy and Intellectual Property Laws prohibit this.

### **6.0 WEATHER POLICY**

If the roads are dangerous we'll be closed, we'll do our best to let you know via social media / email. If you're unsure then please double check. Please help us by keeping your details up to date on Teamup

### **7.0 PARKING**

Please park outside the studio in any safe spot you can find.

### **8.0 GENERAL CONDUCT**

Nobody likes bad behaviour, so we reserve the right to expel from class, anyone whose conduct is or may, in our reasonable opinion, be injurious to the character of the business, or which amounts to a breach of the Terms and Conditions, or where such expulsion is otherwise in the interests of the other Clients. Any Clients so expelled will forthwith cease to be entitled to any refund.