

## **PILATES WORKS, LLC Policies & Procedures, including COVID-19 addendums (As of 8/1/2020)**

**Cancellation Policy: The studio's general cancellation policy for reservations is 48 hours in advance of the time/day of the scheduled session, whether in person or online.** E.g. If you have an appointment on Monday at 3 pm, then you must cancel by Saturday at 3 pm or your account will be deducted for the session. The Tula online reservation system is programmed to follow the 48-hour cancellation policy, and will not allow you to cancel a reservation at less than 48 hours from the start time of the training session. Pilates Works has a 48-hour cancellation policy = a full 2 days advance notice. How does this impact your choices? If you don't want to pay for sessions you're unable to attend, and you aren't sure whether a particular day/time is going to work for you, then consider waiting to register when you feel more certain of your ability to attend. Of course, the sooner you register, it better enables the teacher to design the lesson in relation to your presence and any specific body issues you might have. If you accidentally register for the wrong class at less than 48 hours before class, and need assistance in changing your reservation, please contact us for assistance. **\*\*\*Note: FREE livestream events featured on the public calendar are set up differently to enable you to deregister at less than 48-hours prior to start time.**

**COVID-19 Requirements for In-Person, Physical Participation at the Pilates Works facility or any Pilates Works sponsored event** -- Clients must agree to the following protocols and procedures to participate in on-site training:

**I agree that I will not physically attend classes or training sessions at the Pilates Works facility or any Pilates Works sponsored event if I am aware I am ill with a contagious disease or experiencing symptoms that indicate I may be ill with a contagious disease.** I understand it is my responsibility to abide by the Pilates Works studio guidelines to help ensure the health and well-being of all participants, instructors, and visitors, including:

- 1) **Testing my body temperature at home before traveling to the studio or any Pilates Works event.** If I have a fever, I will not travel to the studio or Pilates Works event. (If I am registered for a private session, I can request a livestream broadcast as a remote participation option if there is no timing conflict with the activities of other clients/instructors.)
- 2) **Wearing a clean face mask during my visit and arriving at the studio with it already in place** before I come to the entrance. I agree that I will not wear a mask used on previous days unless it is designated as reusable and it has been thoroughly washed. I understand I am required to keep my face mask covering on during the entire visit unless I am taking a break to drink water or consume any other drink/food. I understand that I am not allowed to wear a face mask with a breathing valve inserted since that will not protect other individuals present from my breath.
- 3) Arriving at the studio **wearing fresh, clean workout clothes** (or if coming from work, bringing clean workout clothes to change into).
- 4) Waiting for official approval to enter the studio. I will arrive outside at least 5 minutes prior to the start time of my session. I understand that my instructor will send me a text message when I am cleared to come in. If I do not have a cell phone, I will communicate with my instructor in advance for other arrangements. If I see another client who is about to enter at the same time, I will attempt to stay 6 to 10 feet away from them, and I will also wait for them to remove their street shoes and clear the initial entryway before I enter.
- 5) Leaving unnecessary personal items at home, and not spreading them out on counters or other surfaces. If I need a plastic bag to put my personal items in, I will request one before setting them down on anything.
- 6) Removing my street shoes near the front door upon entry (Or thoroughly cleaning/scrubbing the soles of my shoes with provided disinfecting wipes and waiting for the disinfectant to dry the designated amount of time before walking to my workout area. E.g. Clorox wipes must dry for 4 minutes and Seventh Generation wipes must dry for 10 minutes.)
- 7) Donning clean socks which I will bring with me (which I have not worn earlier that day or on previous days without washing them first, whether at the Pilates Works facility or any other physical location). I understand that grip socks are recommended to avoid slippage on the equipment or flooring.
- 8) Washing my hands thoroughly for a minimum of 20 seconds under running water, with vigorous scrubbing between fingers and on all sides of hands, before and after each class or training session. Only after thoroughly washing my hands will I touch any studio merchandise, water bottles/dispensers, or travel to my assigned workout area.
- 9) Donning a clean pair of **gloves which cover my hands from fingertip to wrist** prior to exercising. I will keep those gloves on while exercising, during the entire workout, as per guidelines issued by the State of Texas for patrons of exercise facilities. I agree that I am responsible for bringing my own clean gloves and that after removing them, I will thoroughly wash my hands in the restroom before departure. (If I forget my gloves, I will request a pair of disposable gloves from the instructor.) *Note: I understand I can skip the hand washing in the restroom step if I prefer to douse my*

*hands with hand sanitizer provided near the entrance before putting my gloves on, and if I leave my gloves on through my entire visit and wait to take them off until after I walk out the front door.*

10) NOT TOUCHING OR SITTING ON any piece of fitness equipment until my instructor has provided instructions as to how to proceed. Once I am assigned to my own workout area, I will not leave it during the session unless I need to visit the restroom. I understand that I should not touch or use any props or any piece of fitness equipment unless the instructor has requested that I do so. Similarly, I should not stand or lean against any piece of fitness equipment which have not been assigned to use for my session.

11) NOT volunteering to dry off any wet piece of equipment. I understand that the last phase of the cleaning process requires 10 minutes of drying time for the disinfectant, and that I should allow Pilates Works representatives to complete the cleaning process from the previous sessions without my assistance.

12) If requested, assisting with the first stage of cleaning the equipment and props used during each class and training session, as per the instructions of any Pilates Works' representative (barring medical conditions which prevent me from doing so). I agree that I will not initiate cleaning any fitness items without communicating with my instructor or other Pilates Works' representative.

13) Completing departure procedures as quickly and efficiently as possible for Pilates Works representatives to complete necessary tasks for disease prevention. I will communicate with my instructor or other Pilates Works' representative to point out where my personal items such as shoes and tote bag have been sitting, where I sat to put on my socks, etc., so that those areas can be cleaned as soon as I exit.

14) Following requested changes to in-person guidelines and procedures based on current information in real time.

**How to Reserve a Spot for Personal Training By Appointment (Privates, Duets, Trios):** Due to the complexity of COVID-19 protocols, we're **not** currently posting openings on the public calendar for personal training. To serve our clients safely and efficiently, we have to spend more time planning and coordinating setup, cleaning, and equipment transitions between sessions. **That means that you must contact the studio and/or individual instructors directly to find out what options could be available for privates/duets/trios – this applies to both in-person appointments AND remote virtual appointments.** Variables we're coordinating include adequate social distancing between all present in the studio and camera angles and sight lines for livestream training sessions which may be happening simultaneously or immediately before or after in-person sessions.

**How to Reserve a Spot in Livestream Group Classes:** Reservations for livestream sessions can be done directly from your Pilates Works studio account. Please know that many of the remote livestream options for at-home classes may not be posted until a day or two before the class. So if you're focusing on Zoom mat classes for now, you'll need to check the schedule regularly to know all of your options. As stated above, the coordination of cleaning time, equipment rotation, etc., necessitates constant attention to the practical logistics to implement pandemic health and safety protocols. This is not meant to be an inconvenience, but to best serve and assist all of our clients. Ultimately, we're working to provide a safe and beneficial experience for all of our clients, and that is taking a lot of extra time and on-going problem-solving. If you're having trouble accessing your account, contact the studio for assistance. If you're looking for additional info about accessing Zoom trainings, download the "Zoom Cheat Sheet" document from the Pilates.Works website or ask to have a copy sent to you.

**How to Cancel an In-Person or Remote Group Training Reservation through the Tula reservation system.** Click on "Deregister" for the particular session at least 48 hours in advance of the start time. **\*\*\*\*Note: Due to COVID-19 protocols, the majority of group training classes are suspended or limited to remote, online participation. On rare occasions, there will be equipment classes for 2-3 clients listed on the public calendar, with a tuition rate of 2.5 or 3 Flex Credits per person.**

**How to Cancel an Appointment outside the Tula reservation system.** If you cancel via voicemail -- at 817-386-7832 -- or by e-mail at Info@Pilates.Works prior to the 48-hour cancellation window (logged according to the date/time stamp on the answering machine or on the e-mail) you will not be charged for the session. If you choose to communicate directly with your instructor, be sure to get verbal or written confirmation that they received your message. Please consider any text or voice mail message sent to any instructor's cell phone to have failed unless they reply to acknowledge receipt. Whether it's a connection problem, a user error, or a spam filter/firewall issue, technology frequently fails. Without receiving acknowledgment from us, you have no way of knowing we received your

communication, which is why we always reply to let you know we received it. If you don't hear back within a few hours, try again, or try a different mode of communication. For cancellations sent directly to the studio, if you're canceling over the weekend, you might not receive a reply until Monday.

**\*\*\*\*How To Cancel Personal Training by Appointment (Private, Duet, or Trio) in Advance of the 48-Hour Window –**

Please go through your instructor to cancel or change appointments. This enables the instructor to put special notes in your profile about scheduling changes (to avoid confusion), to potentially contact other clients who may be interested in that same time slot, gives the instructor a "heads up" to remove the listing from the public calendar, and also allows the instructor to make additional decisions about how they want to arrange their schedule for that day. This is an especially important step with COVID-19 protocols in place.

**V.I.P. Illness/Injury Grace "Sick Days"**-- Private clients who average at least 1 private per week will be allowed up to 1 late cancellation due to illness/injury per calendar year without charge. The next 2 late cancellations due to illness/injury will be at a charge of 50% of the session fee. After the first 3 late cancellations of the calendar year due to illness/injury (1 free, 2 at 50% rate), all additional late cancellations in the calendar year due to illness/injury will be deducted at full price. Private clients who average at least 2 privates per week will be allowed up to 2 late cancellations due to illness/injury per calendar year without charge. The next 4 late cancellations due to illness/injury will be at a charge of 50% of the session fee per cancellation. After the first 6 late cancellations of the calendar year (2 free, 4 at 50% rate), all additional late cancellations in the calendar year due to illness/injury will be deducted as full lessons.

**\*\*\*\*REMINDER: Even for dedicated private clients, late cancellations due to OTHER life/work circumstances are still your financial responsibility, and your account will be deducted at the full fee.** This has nothing to do with how much your instructor likes you, and has everything to do with their ability to make a living and for operating costs to keep the studio open to provide services to lovely clients like you!

**\*\*\*\*DUET/TRIO Cancellation Policy Addendum:** As per the studio's cancellation policy, a 48-hour notice of cancellation is required for a duet/trio session, and each person participating in a duet/trio is responsible for their portion of the session. ▪ If all the participants in a duet/trio want to move their appointment, they must request that change **at least 48 hours ahead.** ▪ If any individual in a duet/trio cancels with less than 48-hours notice, that person is responsible for paying for their portion of the session, whether or not it was due to an emergency or illness. This policy is necessary as a commitment to the other members in the duet/trio and because the studio has been holding teacher/equipment time for you. ▪ If any individual in a duet/trio cancels more than 48 hours in advance, then the other participant(s) in the session have the option to cancel or can agree to pay for the session at a higher tuition rate (private or duet).

**PAYMENT IN ADVANCE: Training sessions must be paid for in advance and are non-refundable.**

FYI – because our studio policy requires advance payment, the Tula reservation system will not let you reserve more training sessions than you have pre-paid credit for – so, if you need more spots held into the future than what is pre-paid in your account, please speak to an instructor to override the system on your behalf. The studio's general policy has been that you must pay at least 1 session ahead to have a spot held for you. For clients with regular appointments, we're usually willing to hold any number of weeks in advance as long as you keep paying at least 1 session ahead. *[Keep in mind, if you develop a habit of canceling personal training at close to 48 hours ahead, your instructor may ask you to wait to schedule your appointments within a time frame where they cannot be canceled. Harsh Reality: Instructors have to make a living or they will not be able to continue to be here to serve you, and even at 48 hours warning, it is still difficult to fill your empty spot, since most clients determine their workout schedule at least a week in advance.]*

**Tuition Expiration:** Expiration dates are automatically set from the date of payment in relation to the package or membership purchased. Yes, you can take class on the actual expiration date. If you've purchased multiple Flex Credit packages, the system automatically deducts out of whichever package expires first. Exceptions to expiration dates are only made in rare cases of extreme illness/injury, such as when you're in a cast or a doctor has set restrictions on your exercise. Even then, you must notify the studio PRIOR to the expiration date of your package. If you're not cleared to return within 4 months, please contact us again to discuss best options. **COVID-19 Related Extension of Expiration Dates:** All expiration dates on packages will be extended according to the number of weeks which passed between when the studio first closed for shelter in place (March 15, 2020) and the date the client chose to return to training

(whether in-person or remote). E.g. if a client resumed training on July 13, then their expiration date on their package would be extended by 17 weeks. Since this calculation will be different for each client, the adjustments will be calculated and completed at the time the client is ready to return to training. **Be sure to contact the studio directly when you are ready to return.**

**WHAT TO WEAR – The following dress code requests are IN ADDITION TO the previously listed COVID-19 REQUIREMENTS:**

**Clothing:** Wearing comfortable, but fairly fitted clothing helps your instructor see your alignment and form. Ultimately, please wear something you feel comfortable in, because if you're overly self-conscious, it will be hard to do your best. Women are encouraged to wear leggings or yoga pants or fairly fitted sweat pants and a fitted shirt or tank. Men are encouraged to wear compression under shorts or sweat pants and a fitted shirt or tank. Whatever is going to support your movement, keep you warm enough, and not get caught up in any springs or moving machine parts is helpful. If you need to start in layers to stay warm and gradually remove some top layers, that's fine. Long sleeves are often helpful to protect skin from springs, ropes, straps and cords while doing arm work.

**Hair:** Securing long hair can be a safety precaution with certain movements and machines.

**Lotions/Oils/Scents/Powders/Creams:** When possible, please refrain from wearing strong perfumes and body oils/lotions/powders/creams which can rub off on the equipment or create slippery spots on the floor or trigger allergy responses in others. Many lotions/oils have to be scrubbed off with magic erasers to get them off the upholstery. Some strong perfumes/oils can hang in the air for hours after you leave and impact clients with respiratory conditions who are attending later in the day. If you're using cream-based medications, try to either fully cover that part of your body with clothing, or wait to put it on after your training session if at all possible.

**Communication Policies and Requests: *Physical/health/wellness concerns:*** Please keep your instructor(s) informed of relevant information which could impact your participation in class, such as injuries or doctor's/therapist's recommendations. If anything happens during a session to cause pain or discomfort, please stop doing the movement and immediately communicate with the instructor, especially if it is a sharp stabbing or shooting pain. As needed, please request to update your file. (E.g. you've recently moved or changed cell numbers, emergency contact info needs updating, surgeries, etc.) **Goal setting:** Please stay in pro-active communication with your instructors about ongoing concerns you might have, including what your short-term and long-term goals are. It's easier for us to help you make progress when we're all on the same page.

**Late Arrival Policy for Personal Training: For in-person training,** the instructor is free to leave if you are more than 20 minutes late without having communicated in advance, and your account will still be deducted for the session. With the change in cell phone laws, and for general safety, we're aware it's not possible for you to contact us on your cell if you're driving. Suggestion—if you think you might be more than 20 minutes late, stop somewhere to call/text to let your instructor know you're on your way. If you're late, your session will still end on time as it was originally scheduled. If you arrive on time, you're guaranteed a full forty-minute session. **For remote, online personal training,** if you're more than 10 minutes late to connect without communicating with the instructor, and the instructor is unable to reach you via text or phone, the instructor can close out the virtual meeting and your account will still be deducted for the session. **Early Departure Policy:** Whether training in-person or remotely, if you leave the session early, you're responsible for paying for the full session.

**Late Arrival Policy Addendum for In-Person Group Training:** If you arrive more than 10 minutes late, and have already missed a lot of the warm-up, your instructor may ask you to observe the remainder of the session rather than participating. What the instructor requests will depend on the nature of the particular workout and how much moving the group has already done. This policy is to avoid potential injury. Exceptions may be made at the instructor's discretion if you're able to warm yourself up, or the instructor may ask you to do a series of specific warm-ups before joining the group.

**\*\*\*\*WEATHER POLICY:** If local schools/businesses are closing due to inclement weather, AND Pilates Works cancels sessions, your account will not be charged. Please know we attempt to contact each client individually if they have already registered for a session which needs to be canceled. Making sure that changes in contact information such as e-mail address, cell phone numbers, etc., are updated in studio records is appreciated to help assist in this process.