



COVID-19 Studio
Compliance Policy &
Member Charter

July 2020

OUR COMMITMENT TO STAYING SAFE

The safety of our staff, teachers, members and customers is our first priority. We are committed to providing a safe, supportive and hygienic environment for everyone who enters the studio.

Read below our charter outlining the measures we have and will continue to put in place for our staff and customers, and what we expect in return from you when you are at the club and at the hot yoga studio:

OUR INTENTIONS:

Cleaning and Disinfecting

We have invested in hands free taps, hands free soap dispensers and automatic closers on our fire doors so that we can keep doors open and avoid surface contact as much as possible. We have a specialist cleaning team who will be on site every hour that we are open, and will remain on site after we close to complete a deep clean. We have invested in a fogging machine which will 'fog' each room to ensure every inch of the room is reached with disinfectant. The fogging provides protection for seven days and will be completed each week.

Our teams are on hand to clean and sanitise all equipment and surfaces throughout the day and between classes. At HYC we have extended the time between classes from 15 to 30 minutes to allow us enough time to mop and sanitise the studio and reception floors before the next class checks in.

Blue roll, disinfectant, wipes and hand sanitiser are available in all areas of the building.

Our Team

Our team have had full training on the cleaning & safety procedures. We have also asked all staff to isolate if they, or anyone they live with, have symptoms of COVID-19.

We have installed protective shields at all reception desks and have provided personal protective equipment (PPE) for all staff that wish to wear a mask or face shield.

Social Distancing

Each area of the club will have a capacity based on size of the room and guidelines on social distancing. You will see signage around the building to guide you and help with the flow of people. The flow of the club and studio when coming to your hot class is 'PLEASE KEEP RIGHT'. Please be patient with each other and respect social distancing at all times.

Safety & Distancing In The Hot Room

In line with social distancing guidelines we have re-marked the hot studio floor with new black lines showing where you must place the top of your yoga mat to ensure every person has enough space. When everyone is on their mat, you will be a minimum of 2 metres away from someone else...there is plenty of space in there for your safety and comfort.

The heating and ventilation system we use in the hot studio is effective, efficient and fresh air based. We will have the windows open in the room initially to allow additional air flow and ventilation.

Class Check-In Procedure

Our space at reception is limited and we can only allow a few people in the corridor at any one time. Please follow the guidance from the teacher or staff member at reception, but note the following when entering the studio:

- Arrive no earlier than 10 minutes before class starts
- Please keep right as you enter the building, up the stairs and come into HYC
- We will filter you into the studio as you arrive, please follow the teacher's guidance – we will ask the first person to arrive to go to the furthest mat from the door, last person will be placed closest to the door etc to avoid people crossing each other where possible.
- If HYC area becomes too busy we will ask people to wait downstairs and return in a few minutes.
- Late arrivals will not be allowed into the class – our policy remains as before, once the teacher has entered the room class has begun and we will not allow you into the studio...please be on time :)
- Once in the studio please stay on your own mat, and do not walk across the studio to talk to other people

Class Check-Out Procedure

- Leaving class early will not be allowed as everyone must clean their mat and area down before leaving the studio. Teachers will finish class on time but allow an extra few minutes for the cleaning and for us to filter you out of the studio
- Follow the guidance of the teacher who will filter you out, person closest to the door first etc. Please wait at your area until the teacher asks you to filter out
- When you come out of the studio, please collect any belongings you have and head down the corridor to allow us to filter people out efficiently. We advise flip flops or easy to slide on shoes to chuck on your feet to avoid having to spend time with socks etc

Time At Reception

We must minimise the amount of people in the reception area so we will not be taking any general enquiries or be able to discuss at length before and after classes. We will generally be available in between morning and evening classes either in person or on the phone between 1pm and 4.30pm should you need to discuss anything. Emailing us initially is advised.

Equipment & Rentals

Until further notice we will not be renting out yoga mats or towels at Reception. Please ensure you bring your own mat and a large towel to place on your mat to each class.

Use of studio blocks and straps will also not be available, so please bring your own props if you use them for your practise. Sculpt weights will still be provided and will be cleaned before and after use.

Contactless Payments Only

We will be selling water and items such as yoga mats and grip towel as usual for you to buy, but all transactions will now be contactless, no cash will be kept at Reception.

Lockers and Bags

Please avoid bringing any large bags and coats etc to HYC reception before class. If you can leave items at home/in the car please do, we have limited space up there as you know! We have removed every other shelf in the large cube units for storing things to allow a backpack to fit in there but please keep items to a minimum.

The small lockers at HYC reception will be available for use for valuables and items such as phones and keys etc. The keys for each locker will have been cleaned and placed in the lockers so you can put your things straight in, close your locker and keep your key

with you during the class. At the end of class please post your key through the plastic screen on reception desk to be cleaned and put back ready for the next class.

Changing Rooms & Showers

In order to manage social distancing, for the moment, the changing rooms including showers) on the ground floor will be open for people using the pool or Hot Yoga Club only and will have clear zones for changing at a safe distance. If you go into the changing rooms and they are full or busy and you cannot maintain social distance, please leave and bring your things up to HYC. Although HYC customers can use the changing rooms, it is not guaranteed there will be a space as the timetable for swim and hot classes does cross over. Hair dryers and straighteners have been removed temporarily.

If planning to use a locker in the changing rooms please bring your own padlock. If you do not have one, they can be purchased from reception for £6 and will no longer be available to borrow.

Temporary Changing at HYC

The toilets on the 1st floor next to the hot studio will be operating and may be used for a quick change after class to alleviate using the changing rooms downstairs. If you do not need to shower and just require a quick change please use the upstairs.

YOUR INTENTIONS:

Stay Home

If you or anyone you live with or have been in contact with has COVID-19 symptoms we ask that you do not come to the club for 14 days. If you have tested positive for COVID-19 please do not come to club and please let us know immediately by emailing enquiries@hotyogaclub.co.uk or calling us on 01784 463100.

Please also stay at home if you have a cold or flu like symptoms. If you arrive for a class and we feel you are not well enough to enter the studio, we may turn you away for your own and everyone else's safety.

Cleanliness

Please wash your hands thoroughly with soap and water before coming to the club, during your visit, and when you get home. Hand sanitiser will be widely available throughout the club so please use this during your visit. Our teams are fully prepared to

clean all areas and we ask that you support us in this by cleaning your mat and floor area before you leave the studio after class has finished. Disinfectant spray, blue roll, disinfectant wipes and hand sanitisers will be provided in all areas of the building to ensure equipment can be easily cleaned and hands easily sanitised.

Entry

Our entry system is now fully contactless. You should enter using a HYC or TTC fob, if you need one please contact us. If it is your first visit or you are doing a drop-in class just advise the main reception and they will buzz you through the turnstiles.

If you have an old HYC fob please contact us to let us know and we can re-activate this if it has expired, otherwise you will be issued your first one free on your return. After this, replacement cards will be £6.

Booking Procedure

You must book all visits to the studio in advance, random drop-ins will no longer be accepted. The easiest way to book is via the HYC app or website, but if this is not possible, we can also accept bookings by phone. Classes can be booked 7 days in advance. Please cancel all bookings you cannot attend with 3 hours of the class starting otherwise your class will be deducted from your pricing option.

Arrival Time & Studio Etiquette

Please arrive on time, as opposed to very early for your booked class as we are not able to permit excessive waiting outside the hot studio at reception due to limited space. Arrive no earlier than 15 minutes before class start time. We ask that you head straight into the studio and do not wait in the reception area before and after class.

Please stay in your own space and on your own mat inside the studio and please do not chat or have conversations with others. Toilet trips will obviously be allowed but we want to minimise the amount of crossing past people inside the studio.

We maintain our policy around arriving late for class. When the door closes and the teacher goes into the studio, late arrivals will not be allowed in...so please don't be late!

We will also not allow early leavers to ensure everyone cleans their mat and equipment down, so if you cannot stay for the whole class and spare a few minutes afterwards to clean down your kit, please do not book in.

Be Prepared & Bring Your Own Kit

Make sure you bring your mat and towel, and we recommend a 2nd towel to use for your face/body during and after class. Please bring a full water bottle to avoid queuing for the water fountains and please DO NOT drink directly from the fountains. Bottled water can be purchased for £1 at reception if you forget to bring your own, contactless payment only.

If you have any queries relating to the above, or if there is anything you think we may have missed, please don't hesitate to contact us at the studio and we will happily make suitable changes as needed to ensure we are keeping everyone safe.