

## EMBRACE REOPENING PROTOCOLS AND PROCEDURES

Embrace will be reopening Wednesday, March 3<sup>rd</sup> with a regular 4-week class schedule resuming on Monday, March 8<sup>th</sup>. To ensure the safety of our students and staff, and in compliance with provincial guidelines, we have implemented specific protocols and precautions. These protocols have changed since our last reopening so please read this document thoroughly prior to attending class. Your cooperation is greatly appreciated in keeping you and your pole friends safe, and our doors open!

### LOW INTENSITY GROUP CLASSES

In-person low intensity group classes will resume on Wednesday, March 3<sup>rd</sup>. This includes Pole Fitness, Heels Technique, Barre, Stretch, and Handstands & Balancing. Modifications to our pole classes have been made to ensure they are lower intensity. This includes removing choreography, cardio, and high intensity conditioning components. Masks must be worn at all times during group classes. Our classes will remain contactless with no spotting or physical adjustments. Instructors can intervene during emergency situations. Students must maintain a minimum of 3 metres between themselves and any other person for the duration of the class. Class sizes have been reduced to encourage spacing beyond 3 metres.

### PRIVATE LESSONS

Private lessons will continue to be available at a reduced cost until April 1, 2021. At this time, we will resume our regular pricing. During private lessons you may engage in higher intensity activities, such as choreography. Masks must be worn by instructors. Students may remove their mask once the class has begun, as long as they are maintaining more than 3 metres of space from their instructor. Masks must be worn when moving throughout the studio.

Low intensity semi-private lessons may be booked at this time at our regular rate. Students must maintain a minimum of 3 metres between themselves and any other person for the duration of the class. Masks must be worn at all times during a semi-private lesson.

### OPEN POLE & PRIVATE STUDIO RENTALS

Private studio rentals will continue to be offered at the reduced rate of \$30/session. Effective immediately, all future bookings will be reduced to 50 minutes to accommodate more opportunities for classes in our schedule. Students may engage in both high and low intensity activities during a private booking as they are the only individual in the studio. An Embrace team member will be present for safety, however they will not provide instruction or spotting.

At this time, the restrictions do not allow us to provide Open Pole training. If students wish to use the studio space for practice, they will need to book a private studio rental.



## REINSTATING CLASS PASSES

All active class passes on your account prior to the temporary closure will remain valid. If your passes have expired, you have the option to extend them up to August 31, 2021. If you require assistance registering for classes, extending the expiry date of your passes, or have any questions, please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).

## MEMBERSHIPS

Memberships will NOT be automatically reinstated. All memberships were terminated without penalty at the start of our shutdown. Please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) if you wish to reinstate your membership. New memberships are available for purchase through the ScheduleHouse website or mobile app.

## EQUIPMENT ETIQUETTE

- At the end of each class students will be required to clean their mat and pole with the Oxivir-Tb spray provided. This is a hydrogen peroxide based cleaner. Our regular alcohol- based cleaner can be used throughout class as usual.
- NO sharing of equipment. If you wish to use a crash mat or other shared equipment, you must wipe it down after use.
- Please feel free to bring your own equipment, including yoga mats, blocks, ankle weights, etc. Ensure your personal equipment is clean prior to bringing it to the studio.
- Your cleaning cloth is for single person use. Please dispose used clothes in the laundry bin at the end of class. Do not share your cloth with others during class.

## WHAT WE EXPECT OF YOU

1. **Complete the COVID-19 Alberta Health Daily Screening Questions prior to attending each class.** This checklist can be found on our [website](#) and will be posted outside the studio. If you answer “yes” to any of the questions, DO NOT enter the studio and DO NOT attend class. Individuals with fever, cough, shortness of breath, runny nose, or sore throat are required to isolate for 10 days OR receive a negative COVID-19 test and feel better before returning to class, as long as they have no known exposure.
2. **Arrive ready to pole.** Please arrive already changed into your pole clothes to limit the number of items you bring to the studio and reduce the use of shared spaces. Do your best to limit the number of items you bring with you. Bring all belongings with you into the studio and do not use the cubbies in the lobby. Belongings should be stored in a wipeable, washable, and/or disposable bag.



3. **Wear a mask.** Both students and instructors are required to wear a mask at all times while in the studio. The only exception is during a private lesson or private studio booking once you are in your designated training area. Please be aware Embrace will not be supplying masks to students.
4. **Wait your turn.** Please remain in your vehicles outside the studio until your instructor indicates you can enter. This will allow for the class before you to leave and ensure the studio is clean prior to entering.
5. **Arrive on time.** To control the number of students in the studio space, the doors will be locked during class time. ***Late students will not be permitted to join the class.*** Please be aware spectators, children, or anyone not participating in the class will not be allowed in the studio.
6. **Wash your hands.** Upon entering or exiting the studio, wash your hands using the soap or hand sanitizer provided. Feel free to bring your own hand sanitizer to make this process more efficient and prevent bathroom line-ups.
7. **Maintain your distance.** Please respect others and maintain a minimum physical distance of 6 feet at all times. Proceed directly to your pole at the start of class. Each student will grab a yoga mat (if they did not bring one from home), mat and/or pole cleaner, and a clean cloth to use throughout the class.
8. **Be courteous.** Do your part to keep our pole family safe. Abide by our safety protocols, use proper equipment etiquette, and minimize the use of scented personal products.
9. **Clean your space.** At the end of class, use the cleaning products provided to wipe down your pole, mat, floor surrounding your pole, and any other equipment you may have touched as per the guidelines outlined in Equipment Etiquette. Used cloths can be disposed in our laundry upon exiting the studio.
10. **Don't linger.** While we hate to see you go, we need time to prepare the space for the next group of students. After your class, once you have finished cleaning your space, please leave the studio so the Embrace staff can finish our cleaning. We welcome you to socialize outside after class while maintaining social distancing.

## WHAT YOU CAN EXPECT FROM US

1. **Enforced physical distancing.** This means no spotting during class. Your instructors will guide you through progressions to ensure your practice is safe and within your ability. Instructors will only intervene in emergency situations.
2. **Enhanced cleaning protocols.** Our studio has always been regularly disinfected to maintain a healthy environment. We are increasing the frequency of our cleaning, disinfecting high touch surfaces between each class, and increasing the alcohol content of all our cleaning products.
3. **Reduced class sizes.** To ensure physical distancing can be maintained, we have reduced our class sizes. As per our usual classes, poles will not be shared.



4. **Rapid response planning.** Embrace has developed a rapid response plan should an instructor or student develop symptoms of COVID-19 during class.
5. **Reduced intensity.** Our team will provide low intensity warm-ups to avoid increased respiratory rates. We will still ensure your body and muscles are properly prepared for each lesson.
6. **Mental health support.** We understand pole may be a part of your self care routine, but we are not mental health professionals. While we are open to having conversations with our students and providing as much emotional support as we can, if you need support for your mental health and wellness, please contact us and members of our team can connect you with resources.

## CANCELLATION POLICY

We want to stress the importance of staying home if you are sick or showing symptoms. We also understand that there will be waitlists for classes given our reduced schedule. Keeping this in mind, please note our revised cancellation policy below.

- If students are unable to attend class for any reason, they must cancel at least 4 hours prior to the start of class. This can be done by removing themselves from the class roster on the ScheduleHouse app or website, or by emailing [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).
- If a student cancels their class 4+ hours prior to the start of class, the student will have the pass available for use for future classes.
- Class passes for missed classes must be used by the expiry date on the pass.
- If a class is cancelled less than 4 hours prior to the start of the class, it is considered a late cancellation and the pass used for the class will not be returned.
- Pole Addict members who cancel less than 4 hours prior to the start of their class will be charged a \$5 late cancellation fee.
- Pole Basic members who cancel from Fitness Classes less than 4 hours prior to the start of their class will be charged a \$5 late cancellation fee.
- ***If you have a sudden onset of symptoms within the 4-hour period prior to the start of your class, DO NOT attend class. Please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) or text/call 780-218- 2541 for make-up class options.***

If you have any questions about our cancellation policy or any other policies at Embrace, please contact [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).



Updated March 2, 2021

## FREQUENTLY ASKED QUESTIONS

### ***Do I have to wear a mask when attending class?***

Yes! All students are required to wear a mask at all times in the studio. Masks are not mandatory for students during private lessons and private studio bookings once they are in their designated training space. Please be aware Embrace will not be supplying masks to students.

### ***I have unused passes from before the temporary closure. How do I use them now?***

All passes on your account prior to the temporary closure remain valid. If you require assistance using these passes to register please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).

### ***My passes have expired since the temporary closure. How do I extend them?***

Expired passes may be extended up to August 31, 2021. Please contact [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) to extend your passes.

### ***I previously had a membership. Do I have to reinstate it?***

No, we will not be forcing any students to reinstate their memberships. All memberships are terminated at this time. If a student wishes to reinstate their membership, please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com). New contracts can be purchased on the ScheduleHouse app or website.

### ***I do not have childcare. Can my child wait in the lobby while I take my class?***

No, at this time we are only allowing participating students and instructors in the building.

### ***I want to continue classes but am unable to attend in person. Can I attend online?***

Yes, select classes will have virtual options for you to participate in or follow along at home. Please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) to explore your options.

### ***I have unused virtual credits. How can I still use these for in-person classes?***

Please contact [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) if you wish to transfer the remaining dollar value of your virtual class credits to in-person classes.



## **RAPID RESPONSE PLAN**

### **For Students**

If a student shows signs or symptoms of COVID-19 during a class they must:

1. Thoroughly wash their hands
2. Don a mask (if they are not currently wearing one)
3. Promptly exit the building

If a student is unable to drive themselves home or are waiting for a ride, they must wait in the office with a mask on and the door closed until they are able to leave. The instructor will ensure all surfaces the student may have touch are cleaned prior to continuing the class. If an instructor must administer first aid and is unable to maintain physical distancing, they will wear gloves and a mask. Instructors will repeat hand hygiene prior to returning to class and ensure all surfaces touched are sanitized.

### **For Instructors**

If an instructor shows signs or symptoms of COVID-19 during a class they must:

1. Thoroughly wash their hands
2. Don a mask (if they are not currently wearing one)
3. Promptly exit the building

If no other instructor is on site who can safely take over the class, the class will be deemed cancelled. The instructor will inform students of symptom onset, have students clean their areas, and all students will be required to exit the studio. The studio will be disinfected prior to the next use. Passes will be reimbursed if an instructor is unable to complete a class due to COVID-19 symptoms.

