



The Art of Movement Improvement®

MOVE Studios Policies and Procedures as of April 1, 2022

COVID 19 PROTOCOLS: As of this date, masks at MOVE Studios are optional. The studio has 2 air cleaners running constantly, windows opened as long as weather permits, and fans moving air constantly. Staff has masks and will wear them upon request, or may be wearing them at any time. Students in classes may be asked to mask up if there is a vulnerable person in the class, and the studio will provide masks for this purpose.

STUDIO ACCESS: MOVE Studios is located in a building with a security system. When entering the building outside of regular business hours (before 8:30am) you will need to use a code on the keypad to the right of the door. Once you receive the code information, please keep it in a safe place where you can access it if you get to the door and it is locked.

ONLINE SCHEDULING: Mindbody Online is the scheduling package used by MOVE Studios and it is a great way to be in charge of your class and appointment schedule, payments and account history. You can also view and book classes on your phone with the Mindbody Connect app available for both iPhones and Androids. Please be sure to complete your profile fully when registering. If you have any questions do not hesitate to contact us.

DURATION OF CLASSES/PRIVATESES: Classes booked for 75 minutes are 55 minutes of contact time with the additional time for transition between clients. Evaluation scheduled for 90 minutes have 85 minutes of contact time.

ARRIVAL: When you arrive at a class, the Mindbody app will automatically check you in when you arrive if you have your location options switched on for your phone. If you have not signed up via the app, or in advance, please be sure to get checked in through your instructor.

SHOES: To keep the floors clean and in good condition we maintain a "no shoes" policy. Please do not wear your shoes past the lobby, or preferably (especially on wet/snowy days) please leave your shoes OUTSIDE the studio door (see coat rack/mats for this). If you are concerned about leaving your shoes, please carry them into the space and place them on a towel to absorb moisture. (Staff may wear shoes that they keep at the studio specifically for daily wear.)

INCLEMENT WEATHER: The studio will remain open as scheduled during inclement weather. If an extreme weather event occurs, an email will be sent out regarding any scheduling changes. Please be sure to opt in to emails when signing up in Mindbody Online to ensure you are on the Constant Contact email list and receive this information.

CANCELLATION POLICY: For the benefit of all clients and staff, it is important that cancellation of appointments and classes be made in a timely manner.

For Private Appointments: Cancellation on private session is required 24 hours in advance of the appointment. Client will automatically be charged for the missed appointment at a rate of 50% for a cancellation within 12-24 hours and 100% for a cancellation inside of 12 hours.

For Classes: All classes require cancellation at least **12 hours in advance**. If you fail to appear when you have signed up in advance, you will be charged the full amount for the class. Please plan accordingly.

STAFF CANCELLATIONS: In the event that your instructor becomes ill or otherwise unable to teach at the last minute due to an unforeseen emergency, you will be contacted as soon as possible. If another staff member is available to work with you, you will be given the option to reschedule or to see the alternate staff member.