

## **PSC STUDIO RE-ENTRY PLAN**

*We are excited to welcome you all back through our doors. These best practices are in place to ensure you can return safely to your fitness routines. We will be evaluating these practices on a daily basis and following the lead our extensive industry contacts across the country. We are grateful to be in a position to serve our members at the highest level and take the lead in serving the health and wellness of our staff and clients. Thank you all for entrusting us with your health and safety throughout this process. We will get through this together, and we will come back stronger than before. We must respect each individual's right to personal space and individual concerns moving forward into what may be a long period of the "New Normal".*

Pilates Sports Center, is a boutique fitness studio in Los Angeles located at 16430 Ventura Blvd., Encino 91436, is ideally suited to reopen when deemed appropriate due to our ability to adapt to social distancing and cleaning guidelines.

### **LIABILITY WAIVERS/INTAKE FORMS:**

To accurately define the new liabilities faced in these times, a new **Intake Form and Liability Waiver** that also outlines **New Studio Policies** will be required of each client upon their first visit to the studio. If you wish to preview these documents, we will be happy to email them to you before you arrive.

### **DISINFECTED STUDIO:**

Prior to re-opening, the studio will be thoroughly cleaned and disinfected including the carpets. Because of this, and to create a clean environment, no shoes will be allowed in the studio. Clients and trainers will remove and store shoes in a designated area. Trainers will be permitted to wear clean indoor only or house slippers that will remain at the Studio.

### **RECONFIGURED STUDIO:**

The Studio has been reconfigured to accommodate 1 trainer with a max. of two clients in a designated area that is separated from other areas by a variable barrier (furniture or curtains) and 6 or more feet. These designated areas will hold two reformers (6 feet apart), designated props and when possible, two Wunda Chairs. Each area has been named after a wine variety (Merlot, Cabernet etc.) so it will be easy for you to locate where you will meet your instructor. Some areas may even have a dedicated entrance separate from the regular front door entrance. Your trainer will instruct you when you schedule your session where to meet. Please maintain a 6-foot distance from each person while in the Studio.

### **PROTOCOL TO ENTER STUDIO:**

Sessions/Classes will be 45 min long and may be scheduled off of the hour by 15 min (before/after) to allow 15 minutes between each session for extra cleaning time and safe client transition.

Clients must wait outside the Studio or in their car, until called in texted by your instructor.

Clients are kindly asked to depart directly after their session to avoid social "non-distancing" encounters with the next client.

### **FACE COVERING:**

Each client must arrive wearing a face covering and wear it during the session. Each instructor will be wearing a face covering.

### **SHOES:**

PSC will require our clients to remove their shoes as soon as they enter and store them in a safe location as directed by your instructor. Usually this will be a bin/basket or other secure area. Handbags must also be stored in a bin/basket and not on chairs or boxes, equipment etc. Directly after shoe removal, and

before any transaction or session, each client must wash their hands or disinfect with hand sanitizer that either the client provides, or the studio has available as supplies last.

### **SOCKS:**

Clean socks are required to work out in the studio, clients must provide their own socks and may not store them at the studio. If you forget your socks, you will be required to purchase a new pair.

We have ToeSox and Tavi Noir styles and sizes for sale in the studio. If you don't currently own any, there are SO many fun varieties available online. And because they will be required, we recommend planning ahead by getting your desired style and size now. Loaners may not be available due to laundry issues. SORRY!

### **STRAPS/TOWELS/PILLOWS:**

PSC will no longer be able to provide soft cotton pillows or towels. Fabric straps will be in limited supply due to difficulty washing. Clients may bring in their own hand/foot straps or strap covers to use in the studio or wear gloves as they choose. They must leave with you after each session. Google for the type of straps or covers you desire.

Clients may bring their own clean pillows or towels. Items may not be left at the Studio. If any items are left at the studio they will unfortunately need to be disposed of. PSC will contact you with our best effort if anything is left behind before it is disposed of. We suggest a tote bag to gather your straps, towel, socks and anything else you need to bring ☺

Staff will be handling the standard boxes to reduce touching of cotton handles by clients. Pilates Straps:

[https://www.amazon.com/s?k=pilates+straps&ref=bnav\\_search\\_go](https://www.amazon.com/s?k=pilates+straps&ref=bnav_search_go)

Pilates Towels:

[https://www.amazon.com/s?k=pilates+towels&crd=1X61VODRCUP8I&sprefix=pilates+towels%2Caps%2C219&ref=nb\\_sb\\_ss\\_i\\_1\\_14](https://www.amazon.com/s?k=pilates+towels&crd=1X61VODRCUP8I&sprefix=pilates+towels%2Caps%2C219&ref=nb_sb_ss_i_1_14)

### **HANDS OFF!**

Our team will maintain social distance and will not touch you during sessions. We request the same from you. To limit the number of surfaces touched, we will not be using props in the early phases of reopening. Do not despair, we'll get extra creative with all the bells and whistles inherent in the equipment itself. Feel free to bring any of your own props in your tote bag if you wish!

### **ILLNESS AND TEMPERATURE CHECKS:**

We will require each staff member and client to represent that by arriving to each session, that they are well and that they have no fever before entering the studio. Please do not enter the Studio if you are ill or have been knowingly exposed to an ill person or have traveled to a "Hot Spot" for a 14-day waiting period.

We reserve the right to monitor the temperature of staff and clients with a touchless thermometer, and if over 100°, we will not be able to admit you into the Studio.

PSC will reserve the right to ask any person to depart if they are exhibiting symptoms of illness, declare that they have been in contact with another ill person, or refuse to cooperate with the guidelines as set forth in the PSC Studio Policies.

### **CLASSES/DUOS:**

Our class size will be reduced to (4) four, and in the future, possibly more with at least 6 feet of space between each client at all times in all sessions. Each instructor will decide if they are comfortable providing duo sessions and may require duo sessions only occur with people from the same household. Due to this limited class size, we will prioritize availability to package holders and existing clients while limiting access to clients purchasing from third parties such as Class Pass or last-minute reservations.

We strongly encourage you to book group classes in advance, and directly through the Mind Body or new BEWE App. <https://web.bewe.co/pilates-sports-center>. Please follow this link to set up your accounts password under your email.

#### **PACKAGES AND SERIES:**

You may use your series for virtual online classes or in the Studio.

#### **FINANCIAL TRANSACTIONS/SCHEDULING:**

All financial transactions should be done online or over the phone when possible. Please call your instructor or the front desk directly if you need further assistance. This will reduce traffic at the front desk and face-to-face interaction. Your trainer may request that you set up a Venmo or Zelle account to make payments seamlessly.

#### **CLEANING:**

All surfaces will be disinfected with a cleaning solution based on supply and will be labeled as antibacterial, antiviral and fungicidal or the medical grade product PROTEX (*A one-step, cleaner/disinfectant effective against a broad spectrum of pathogens, including MRSA, HIV, and Staph on hard nonporous surfaces*). A rag must be used for this cleaner, so it will be used sparingly to reduce laundry and trainer contact with used rags. Typical contact time for a cleaning agent on a wipe is 2 to 4 minutes.

All straps will be cleaned as often as possible either by washing machine or UV treatment. Please consider your own straps or gloves.

Disinfection is for hard, non-porous surfaces. Porous or soft surfaces cannot be disinfected but rather, cleaned. Pens used in the studio will be disinfected, if you would prefer your trainer to sign your session cards, we are happy to oblige. Clean and used pens will be labeled when possible in marked cups. In addition to the cleaning protocol executed by the staff, we will offer clients the opportunity to wipe down their machine with antibacterial wipes both before class. Our aim with the double wipe down is to give you peace of mind that you yourself have had an opportunity to wipe your equipment before working out. You may also bring a clean towel from home to cover your machine or mat.

#### **BATHROOMS:**

We request all visitors to PSC to use the facilities here as little as possible to reduce exposure to the high contact surfaces involved. Lysol will be used regularly but we are unable to ask our staff to bear the burden of disinfecting the restrooms.