



A lot has changed for all of us over last several weeks, but what hasn't changed is our commitment to keep you healthy and safe. While we are excited to reopen (we so miss our Body Lab family) we have been working diligently to ensure that we not only meet, but we exceed, all safety and wellness standards when we welcome you back!

We have put several new policies and procedures in place, to follow recommended safety guidelines. This includes temporarily adjusting our class schedule, changing our membership structure and adjusting how/when you sign up for classes, so please take the time to review this in detail.

We can't wait to see you soon and provide you with the most kick butt, shirt drenching workout there is.

STUDIO OPENING DATES

Our Arcadia location will begin offering classes on Monday, May 18 at 6am. We've had to delay the Desert Ridge Marketplace studio reopening, but as you know, classes are good to use at either location, so we hope to see everyone in Arcadia soon.



IMPORTANT MEMBERSHIP INFORMATION

ALL RECURRING – CONTRACT MEMBERSHIPS WILL CONTINUE TO BE SUSPENDED FOR THE FORESEEABLE FUTURE. Due to our limited class sizes and limited schedule, you can only utilize drop-in classes or limited session packs to take a class.

We have 3 additional purchase options for you:

- Drop-In Class - \$24/class
- 9 Class Session Pack - \$180 (\$20/class)
- 12 Class Session Pack – \$216 (\$18/class)

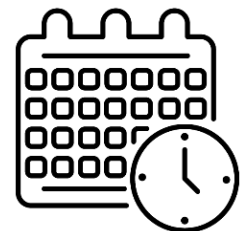
These options are available for purchase on our website ([LINK HERE](#)) and classes do not expire. If you currently have unused session pack classes available (and not on a recurring contract) you are able to use those classes.

SIGNING UP FOR CLASS

This may be the biggest change of all, so please read carefully!

Due to the reduced class size, our limited class schedule and our goal for everyone who wants to take a class, to be able to, the following policy has been put in place:

- All sign-ups for classes currently scheduled from May 18th – June 14th have been canceled. If you were signed-up for one (or more) of those classes, the unused class(es) were added back into your Body Lab account.
- Until further notice, all members are **limited to signing up and taking 3 classes per week.**
- Classes can only be scheduled at a max of 4 weeks out. The schedule will go live this **Sunday, May 17th at 10am for sign-ups for classes between May 18th through June 14th.**
- **You can sign-up for any class/join a waitlist at anytime during the 4 weeks**
- If you are waitlisted for a class, it is your responsibility to cancel yourself if you get into a different class or if you no longer want to attend the class.



CANCELLATION POLICY

- Because we have such a limited number of Megaformers available, please follow the cancellation guidelines to avoid a penalty fee, and to give others a chance to get their workout in!
- If you cancel or make changes to your schedule at least 6 hours before your scheduled class time, you won't be charged a cancellation fee. A \$15 late cancellation fee will be charged to the credit card on file each time you cancel or reschedule a class without giving us the full 6-hour notice and you will lose the class.

GENERAL INFORMATION

Classes limited to 6 people.

No self check-in at the iPad.

No walk-ins, you must book online through MindBody.

Classes will not be available through ClassPass at this time.

Non-available Megaformers will have the red balance pole on the machine.

When signing up for a class, remember to pay special attention to class times. Most class times are different than before due to extended periods between classes.



CLIENT DO'S AND DON'TS



You will be required to wash or sanitize your hands **BEFORE** and **AFTER** class. Hand sanitizers will be available for your use.

You must provide your own towel and water bottle – we will not have these items available at the studio.

ToeSocks are **REQUIRED** for every class. They are still available for purchase at the studio.

Cubbies won't be available for you to store personal items; you are encouraged to only bring necessary items into the studio (ToeSocks, towel, water bottle.) If you must bring additional personal items, please keep them by your Megaformer.

Thoroughly wipe down your Megaformer after class. Use additional attention in wiping down every part of the machine, including, springs, straps, carriage slides, pockets, etc.

KEEPING YOU SAFE

Masks and gloves are not required for clients or trainers during class, but we encourage you take those precautions if you feel more comfortable doing so.



After each class, every Megaformer machine and all high-touch surfaces will be sprayed with Vital Oxise, a safe, hospital grade disinfectant **with electrostatic distribution**. The new disinfectant allows us to spray more evenly, gets hard-to-reach crevices, clings to every surface it coats, and is proven to kill viruses like COVID-19. (Note: as an added precaution, we will still require clients to wipe down their Megaformers after each class, too) High touch surfaces include weights, rings, poles, doorknobs, handles, rails, light switches, bathrooms, sinks, toilets, benches, the front desk, keyboards, computers, phones, and instructor equipment.

Trainers will maintain social distance and instruct with verbal cues only; they will NOT walk around the Megaformers or make hands-on corrections.

Classes are limited to 6 people with at least 6 feet between each person.

Personal care products will no longer be available in the restrooms.

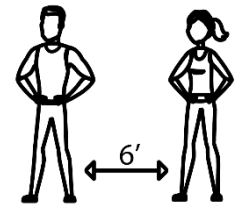
Our apparel will still be available, but we ask that you avoid touching items as much as possible. If you'd like to make a purchase, let your trainer know. Unfortunately, you will not be able to try on items prior to purchase.

KEEPING EACH OTHER SAFE

Please make sure to practice safe distancing when in close, shared spaces

If you have a cough, fever, or symptoms of COVID-19, please do not come to the studio until you're symptom-free and fever-free for three days.

If you have tested positive for COVID-19, or have knowingly come into close contact with someone who has, we ask that you do not come to the studio for 14 days or until you've tested negative for COVID-19.



As you can see, we've put a lot of changes in place—with details beyond what you see here. The way our new safety process will be most effective is if we all make sure to do our part. We can't wait to welcome you back!