



# MAKING MOVES 'MANDMENTS

## 1. Studio Maintenance

While we love our cozy space, our waiting area is limited in size. To keep the studio in the best condition possible, please adhere to the following protocol:

Upon entering the studio's exterior door, please remove ALL WET FOOTWEAR in the entryway – shoes may be placed on the boot rack or lined along the wall adjacent to the exterior door. Boots track in not only water but salt & sand which are highly damaging to the marley and rubber flooring laid throughout our space. These small particles can get lodged in the waiting area carpet and tracked into the studio unknowingly.

Please refrain from wearing outdoor footwear in the restroom, as mud & wetness is then tracked into the studio when others use the bathroom in socks and/or clean indoor sneakers.

Our space is your space, so please treat it with respect and care!

## 2. Before-Class Procedures

Making Moves is a one-person operation, and all classes/sessions are typically booked back-to-back, leaving little to no wiggle room. For the privacy of individual clients and the most optimal flow for classes, the interior door to the studio will remain locked until 10 minutes prior to class start time. This allows time for equipment setup and transition.

Upon entry to the studio, please hang your coat on a hook and place your belongings in a cubby. If you cannot fit everything in one slot, please take two and/or tuck your purse/bag tight to the region by the water cooler (to avoid a tripping hazard).

You may bring your water bottle onto the studio flooring to be placed next to your mat of choice. Please leave cellphones with your other belongings.

## 3. Restroom & Changing

Our restroom is shared with a neighboring business, which is also client-serving. Though they are only in the office 1-2 days weekly, we must actively respect the shared space.

Please make restroom visits as swift as possible during 9am-5pm business hours. If you must change your clothes prior to session/class start time, please utilize the private Pilates room within the studio. This room has a door and will provide you with ample space and privacy to change. Clients are encouraged to arrive to the studio in workout attire whenever possible.

## 4. Workout Attire

Though clothing choice is entirely personal, form-fitting outfits allow for us to easily see the body in space and provide descriptive feedback as to alignment, posture, etc. We encourage tighter clothing to ensure we can give the most you-specific instruction.

If attending a personal training session and/or strength/cardio-focused class, please bring clean indoor sneakers. We take pride in a clean studio for all clients, so any outdoor footwear is prohibited.

For any Pilates sessions/classes and/or barre/yoga-focused classes, please bring grippy socks for your feet. Any sock with tread will work – we have plenty of socks available for purchase in-studio!

## 5. Class Attendance

Our studio's intimate class sizes is something we revere, allowing for tons of personalized feedback. However, our tighter floor plan limits the number of participants allotted per each class, and this has necessitated multiple sections of each class format.

While some times/formats reach maximum capacity, others do not fill. We reserve the right to cancel a class due to low enrollment. A minimum of 2 participants is required to run a given class. Clients will be contacted via email no less than 2 hours prior to class start time in the event of this type of cancellation. Clients may use their purchased class pass toward a future class.

In the event a client late cancels within a 2-hour window prior to class start time, leaving only 1 participant, the class will run as scheduled. This said, we reserve the right to alter the format to best serve the client in attendance, as the class is then essentially a personal training session.

## 6. Client Cancellations

### Classes:

Clients may cancel their enrollment for a class up to 6 hours prior with no penalty.

Cancellation up to 2 hours prior to class start time will yield a fee reflective of HALF the value of a scheduled class (as purchased by client).

Cancellation within the 2-hour window prior to class start time will incur a fee of the FULL class value. For example: if you enrolled for a drop-in class and cancel 30 minutes before close, you will “lose” the purchased singular class pass.

### Privates & Semi-Privates:

Clients are able to make timely cancellations in advance of scheduled private session(s). If you must cancel an appointment, notice must be given at least 12 hours prior to the start of the training session. Your appointment will be rescheduled per trainer availability.

Clients will be allotted ONE “free” late cancellation of a private session, within the 12-hour window prior to session start time. Thereafter, late cancellations will incur a fee, reflective of the FULL value of your scheduled session.

Extenuating circumstances (i.e. severe illness, family emergency) will be considered on a case-by-case basis, which may yield a fee of HALF the value of your scheduled session. Repeat cancellations with less than 12 hours' notice will necessitate a restructuring of designated meeting time(s).

## 7. Weather Policy

### Classes:

In the event of inclement weather, Making Moves Fitness & Dance reserves the right to cancel scheduled class(es) and/or small group sessions. Class cancellations and/or studio snow days will occur if road conditions are deemed unsafe and/or if a severe snow advisory is declared by local meteorological sources. While we may sometimes favor the Clinton Central School District delays/closings, we will not strictly adhere to their guidance. The safety of our clients is paramount and will always be considered in the forefront.

Clients will be contacted via email and text message no later than 2 hours prior to the start of class time, unless road conditions severely worsen and a later call is necessitated. Cancellations will also be posted on our social media pages (Instagram, Facebook) as soon as a call has been made. You will be credited for any previously purchased class(es)/class pass(es), to be applied to a future class.

## 8. Late Arrivals

Classes will begin promptly at the start time listed on the studio schedule. Please do not arrive more than 5 minutes late to any given class – we utilize the first minutes for a full-body warmup, which is necessary to keep the body safe. Arriving late does not allow for ample warmup and could lead to injury. If you are slated to arrive late by 10 minutes or more, please "late cancel" your appointment in MindBody and contact Julia immediately to notify her of your absence. Of course, extenuating circumstances will be taken into account, but to maintain the general flow of classes (and to be courteous to fellow movers) punctuality is key.

If running late for a private session, we will meet with you upon your arrival. Your block of time (45–60 minutes), is yours. Hence, a late arrival will yield a shorter session, as we are unable to extend services beyond the scheduled session end time.

## 9. Class Package Options

As we continue to gain our footing as a business, we will now be offering THREE class package pricing options: 5-class, 8-class & 12-class packs. All are available for purchase via MindBody and may be redeemed for any class format.

The unlimited monthly pass will be discontinued until further notice. This pricing option served as a promotion during our first days of operation and may make an appearance again down the pike.

Different promotions will run for certain holidays/times of the year, so always check our website and/or social media accounts to stay up-to-date on all offers. And, of course, drop-in class rates are always an option and perfect for those new or familiar!

## 10. Positive Energy & Good Vibes

Above all else, our studio acts as a safe space free of judgment, critique, and/or discrimination. ALL are welcome, no matter their background in fitness. We meet clients where they are when they step through the door, and sharing your life's events is an important piece of the trainer-client relationship.

Our space underscores the value of positive thinking, and the energy we bring in directly impacts the effectiveness and efficacy of our work in classes. So please, leave any drama and/or negative energy outside of our doors. Movement is often viewed as cathartic – so let's release all the stress, together.