



In-Studio COVID-19 Protocols

MOVE Wellness Reopening—Phase One

Your Workout. Your Choice.

As we begin our phased approach to reopening, we recognize that some of you are eager to join us in-studio while others would prefer to wait for now. We respect whatever decision is best for you—your workout, your choice. MOVE Wellness is moving forward with our return to the physical studio by scheduling private sessions. Our livestream classes will continue to be available, and virtual training sessions continue to be an option to meet a wide-range of client needs. As we adjust to both capacity limitations and in-studio availability of our staff, we respectfully ask for your patience and flexibility with scheduling. Our goal is to get all interested clients on the schedule as close to a preferred day and time as possible.

Be assured the health and safety of our community is our top priority. We are prepared to welcome you back into the physical studio following guidelines from the State of Michigan. This document will walk you through what to expect when you visit MOVE and also detail precautions we are taking behind the scenes. These new procedures are in place for your safety, our staff's safety and the safety of all others visiting the studio.

We will continue to monitor local, federal, state, and international guidelines for any changes in recommendations, cleaning strategies and best practices. We continuously update our policies as needed and always keep the lines of communication open.

Please feel free to reach out to us with any questions or concerns you may have.

Be Fit. Be Well. Be Inspired.

Elaine, Robin, Rachel and Staff



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Ready to join us in-person? Here's what to expect.

Scheduling

- Get started by filling out this [short form](#) with your personal preferences, and we'll be in touch shortly to book your session. **If we've already been in touch with you via email or phone, you do not need to fill out the form.** You'll have the option to schedule a private session in person in the studio or continue private sessions via livestream.
- All clients will be asked to submit a signed [COVID-19 liability waiver](#).
- Someone from our team will take your temperature upon your arrival with our contactless thermometer.
- We ask all clients to stay home if experiencing 2 or more of the following symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, cough, congestion or runny nose, nausea or vomiting, diarrhea, loss of taste and/or smell.
- Not quite sure about a symptom? Do you feel there is a possibility that you've been exposed to any illness? Have you traveled by air in the past 14 days? Let's be cautious and move your session online or reschedule.
- Plan to arrive dressed for your session. Please wear socks inside the studio. Our changing rooms and showers are closed at this time. Clients may use the restroom one at a time if needed.
- Our cancellation policy is 24 hours notice to avoid a charge, but if you are feeling sick, we will, of course, waive your fee.



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Upon Arrival

- When you arrive for your session, please stay in your car until your appointment time. When it's time for your session, someone on our team will wave you in. No one other than the client scheduled will be allowed in the studio.
- Please have your mask on before you enter the studio. Let the desk team know on arrival if you need a disposable mask.
- All clients will be asked to fill out a quick COVID-19 health screening questionnaire upon entry to the studio. MOVE staff will take your temperature upon arrival. Anyone over 100.4°F will be asked to reschedule.
- When you arrive at the studio, you will be asked to fill out a quick symptom questionnaire as well as answer two questions:
 1. Have you been in contact with anyone who is waiting for a COVID-19 test result
 2. Have you been in contact with anyone who has been exposed to COVID-19
- Please limit personal belongings brought inside the studio. Lockers will not be available for use. You may leave non-valuable items in a sanitized cubby in the entryway.
- Once you have entered the studio please wash your hands with soap and water for 20 seconds at the hand washing sink to the left behind the front desk. Additionally, we will have hand sanitizer available throughout the studio.
- A staff member or your trainer will then guide you to your session location.



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During Your Session

- Enjoy your workout! All these necessary details aside, we want you to feel great.
- Keep your mask on.
- Expect your trainer to stay a physically distant 6 ft. away unless you agree together that brief contact is ok.
- We have cotton gripping gloves for your use, if desired.
- Please make every effort to avoid touching your face while in the studio.
- Practice good respiratory etiquette—cover any unexpected cough or sneeze with your arm and re-wash your hands when appropriate.

After Your Session

- MOVE staff will follow your session with full sanitizing of all props and equipment.
- We recommend rewashing your hands or using hand sanitizer before you leave.
- Please plan to shower and change your clothes at home to minimize time in-studio.
- Need to chat with us about something? We do have a limited desk team available at the studio, but to play it safe let's have longer conversations over phone or email.



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What else should I know?

Physical Distancing:

The studio layout has been redesigned to allow for physically distant private sessions and down the road, small-group training. Please be mindful of keeping an appropriate distance between yourself, our staff, and other clients as you move around the studio.

Capacity Limitations:

The number of people allowed in-studio at any given time will be limited to allow for a streamlined flow of clients in and out of the studio.

Ventilation:

We have new windows and ceiling fans installed to allow fresh airflow in the studio.

Air Filtration:

We have added [UVC light](#) filtering to our HVAC system to kill any airborne virus particles that pass through.

Enhanced Cleaning Practices:

Stringent cleaning protocols with CDC approved cleaning solutions are in place for all equipment and touched surfaces. We also have a UVC light wand for extra sanitizing of props and equipment.

Employee Wellness:

MOVE staff will be following strict guidelines prior to arrival and while in-studio, such as health screenings, face coverings, and hand washing.

Food Service:

While we all love Rachel's smoothies, food service is unavailable right now. Clients are encouraged to bring their own water from home. If necessary, tap water is available at the sink to the right behind the front desk.



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Restrooms/Showers/Lockers:

Restrooms are labeled “Unisex” and use limited to one person at a time until further notice. Locker room amenities (think lockers, showers, towels) are not available at this time. Please try to limit belongings brought into the studio to necessary items only.

Laundering:

Reusable items (fabric straps, gloves, etc) will be laundered according to the CDC approved guidelines.

Massage:

Availability of massage services at MOVE Wellness will be limited during phase one of reopening.

Whew! You made it to the end.

We’re happy to help you keep moving in the way that feels best to you, whether that’s online or in the studio.

Questions? Call us at 734.224.2560 or [email us](#)