



## **NAKARMA STUDIO ETIQUETTE**

Thank you for choosing NAKARMA as your studio to support your health and wellness goals. It is our commitment to you that when you enter our studio, you will feel welcomed, embraced, supported, motivated, and challenged.

We are located at 29 Sandy Point Road, Corlette (next door to the Corlette corner store).

## **FIRST TIME TO THE STUDIO**

Please ensure you arrive **15 min** prior to class so we can welcome you and get you orientated with equipment.

If you have booked a Pilates REFORMER class this class assumes you have used a Pilates Reformer before and know how to adjust the equipment and get feet and hands in straps. If you have not done Pilates Reformer you will need to cancel out of class and attend our complimentary REFORMER FOUNDATION class before attending. If you have used a REFORMER before, know how to adjust the equipment and get your feet and hands in straps, then we look forward to seeing you in class.

## **CANCELLATION POLICY**

We have a **3hr Cancellation Policy** for all classes. If you are unable to attend class, it is your responsibility to cancel 3 hours prior to class commencing. If you cancel anytime from 0-3hrs prior to class or you are a "no show" you will forfeit a credit for this class. (PN. If you are on a Club Membership you will be charged an additional \$18 (Incl. GST) if the class has a waiting list and you do not attend.

## **ARRIVAL**

Please ensure you arrive **10 min** before your class. **Late arrivals (5+min post class start)** will not be able to enter class once it has commenced and class credit will be forfeited.

On arrival, please sanitise your hands on entry to the lobby and wait to be greeted by your teacher.

Please remove your shoes in the lobby and place your grip socks on (compulsory for Pilates Reformer) before entering the main studio. This will ensure we keep our floors clean and safe for you. Take all belongings including shoes and place designated area in main studio. At end of class wipe down equipment and exit the main studio taking your belongings.

Please be considerate of your teacher and fellow Pilates and Yoga enthusiasts by ensuring you are not late.

## **AFTER HOURS AND WEEKENDS**

On occasion our reception may be unmanned (in particular afterhours and on weekends). If this is the case the main door will be locked while class is in progress and will open 10 min prior to next class starting. Likewise, the door will be locked **2 min** prior to class commencing - we recommend being on time.

## **WHAT TO BRING**

Please ensure you bring your own equipment (some items are available for purchase)

- **YOGA MAT** is required for all mat based classes. Yoga mats are available for purchase at reception.
- **GRIP SOCKS** are compulsory for all Pilates Reformer classes. They are available for purchase at reception \$20 each.
- **WATER & TOWEL**

## **MOBILE PHONES, SMART DEVICES & SAFETY**

Check that your mobile phone and/or smart device is switched to silent during class as a courtesy to all of your fellow yoga and Pilates enthusiasts.

Please note NAKARMA is not responsible for the safekeeping of your belongings.

## **NOT FEELING WELL**

We are taking precautions with the intake of each client to do our best to stop the spread of COVID-19. We ask for your support in this matter by ensuring that if you have any of the following symptoms - Fever, Cough, Sore Throat, Shortness of Breath or have experienced one or several of these symptoms in the previous 3 days that you cancel out of your class until you feel well again.

## **MUMS & BUBS ETIQUETTE**

We look forward to welcoming you and your infant to class. As a condition of entry with your infant we ask that you observe our **conditions\*** of entry:

### **\* CONDITIONS**

In additions to our existing policies:

1. You must be at least 6 weeks post-delivery and/or received clearance from your health practitioner or obstetrician before commencing exercise again. For specific postnatal conditions please contact us at [admin@nakarma.com.au](mailto:admin@nakarma.com.au) for guidance and or an assessment prior to attending our classes.
2. You must register an account and complete a complimentary NAKARMA Foundation Class prior to booking
3. You must purchase a Class Pass to book to attend the class.
4. Our arrival 10min prior to class and 3hr cancellations policy applies to Mums & Bubs classes.
5. Your infant is welcome to attend our Baby Friendly classes but are excluded from attending all other classes.
6. This class is limited to 10 parents with infants under 9 months old (not walking).
7. For the safety of your infant and for the enjoyment of your fellow class participants; you agree to securing your infant either in their pram, secure capsule/bassinet or swaddled on a mat away of those exercising and away from the reformer equipment in the designated area within the studio.
8. By attending a baby friendly class, you acknowledge that you are fully responsible for the supervision and care of your infant that is present within your Session. You agree that you will ensure at all times you will attend your infant if they are disturbing the class. You understand that your infant must be in the same room as you at all times and cannot be left alone in our lobby while you are exercising.
9. Should you need to feed or attend your baby's personal needs please make certain to exit the Pilates Reformer area to the designated area within the studio or to the lobby so the class can continue without disruption.
10. For the safety of yourself and your infant there is no feeding infants on reformers. Please make yourself comfortable in the designated area or lobby should you need to attend to your infant's needs.
11. You understand that our teachers and staff are not responsible for caring for your child at any time during your attendance.

Thank you for your understanding and helping us all stay safe. We look forward to seeing you!