

CLIENT ETIQUETTE & EXPECTATIONS

PLEASE DO NOT COME TO THE GYM IF YOU ARE SHOWING COVID-19 SYMPTOMS, OR IF YOU SHOULD BE SELF ISOLATING, OR IN QUARANTINE.

HAND HYGIENE

- All clients must sanitise their hands upon entry to, and leaving, the gym, using the dispensers provided
- If using the toilets, please ensure you are washing your hands correctly afterwards
- If you wish to use hand sanitiser during the session please bring your own bottle to carry with you

GENERAL HYGIENE

- No sweat towels to be used - please use the paper towel provided or purchase some sweatbands!
- Please put all paper towels in the bins provided, and take your recycling home
- As always, please catch coughs and sneezes with tissues or in your elbow
- Please ensure your trainers are clean when you come to the gym

MOVEMENT

- Upon entering the gym, you will be directed to your Personal Pod, via the cubbies if necessary. You should not leave your pod during the session, other than to use the toilet or as directed by your coach.
- The kitchen & coaching area are staff only.

PERSONAL BELONGINGS

- Please come "gym ready" and bring as few additional belonging as necessary, if you wish to leave anything in the cubbies this should first be placed in a carrier bag that you have brought with you.

WATER

- Please bring a minimum of 2 litres of water with you. If you need more water, you will need to purchase a bottle from us at £1 and let your coach know so we can bill you later. You will not be able to fill up your water bottle from the kitchen or toilet taps due to these being touchpoints with potential for contamination, in addition the kitchen area is now for staff only.

TOILETS & SHOWERS

- The shower is currently out of use. The guidelines suggest showers can be used, but only if absolutely necessary. We have taken the decision to prohibit the use of the shower during our opening month, but we'll review this once we've settled in.
- Initially there will be ONE toilet in use at a time each day. This is to reduce the amount of cleaning the Coaches have to do, and to enable a deep clean once per day.

EQUIPMENT

- There will be no sharing of equipment apart from in the PowerPod stations (see below). Each Personal Pod will have several weights placed in it, and each client will be expected to wipe them down with the materials provided at the end of each session. Clients are also encouraged to wipe down the weights in their pods before their session starts, if they wish.
- Some sessions will incorporate PowerPods. These are pods with one piece of equipment in that will be used by clients, in sequence, during a session. The workouts are programmed

so that the PowerPod stations will finish 2 minutes before the rest of the stations. The client in the PowerPod will be required to clean down the piece of equipment used before returning to their original Personal Pod. (This will be explained clearly during the sessions).

- Clients are requested to bring their own mats. We will have a very limited number available to borrow if you forget and you would be responsible for cleaning it thoroughly before leaving the gym after your session
- Clients must bring their own gloves to boxing sessions - you will be unable to use the punchbag without them and an alternative exercise will be given.

OTHER

- Please listen to your coach's instructions for moving safely around the gym and co-operate at all times
- Clients will not be able to access the gym until approximately 5 minutes prior to the session starting to ensure previous clients have left and the coach is able to clean uninterrupted. Please ensure you are socially distanced whilst waiting for the door to open
- Please leave the gym as soon as possible after you have completed your equipment cleaning. If you need to discuss anything with your coach please consider whether this could be done by messenger/email/text instead.
- No spectators, including children, are allowed in the gym

Please post any questions about the practicalities below, and we will answer them ASAP. Please send any feedback to Innovate Crew or chris@innovatefitness.co.uk. We ask that you be patient with us while we get used to this new way of working, we will be continually reviewing how we operate to ensure we provide the best service we can, while keeping you all safe according to the new guidelines we are operating under.

Most importantly, amongst all of this 'seriousness', we want you to remember that exercise is supposed to be fun, social, helpful for building a strong immune system, and of course, helping with mental fitness & wellbeing.

These 'rules' are simple boundaries to enjoy your fitness 'within'.

We are driven to provide an outstanding experience so that you cannot wait to come back and workout again.

Never forget WHY you choose to workout and what benefits it has on your own life and those around you.

Team Innovate
#BeMore