

NY STUDIO PILATES POLICIES

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1. 1 NY Studio Pilates: General Terms & Conditions (Rev 2)

The terms and conditions below are set out to help you enjoy and benefit from your Pilates classes. Please take a few moments to read them thoroughly.

1.0 GENERAL

1.1 Definitions

"NY Studio" and "we" refer to karen-jane pilates @NY Studio trading as karen-jane pilates

1.2 Enrolment

Completion of the Enrolment forms, Personal Profile and acceptance of the Terms & Conditions and associated Policies is required before being accepted as a Client. Acceptance of a person as a Client is at the absolute discretion of NY Studio.

Clients are responsible for updating their personal details in TeamUp with any changes as they occur.

1.3 Classes

Classes may be held either at the studio, in the Community, generally at Village Halls, or online (Virtual Classes) and are advertised in advance.

All Classes run for approximately 50 mins unless otherwise stated.

Classes run all year round as timetabled. A reduced timetable will be available during some school holidays.

Public class sizes are dictated by the venue, generally as follows:

- NY Studio: max 6, normally up to 5
- Village Halls: max 12, normally up to 10
- Virtual Class: normally up to 12

1.4 Massage Therapies

A range of Massage Therapies is available by appointment only. Therapies generally take place at the studio but may take place elsewhere subject to agreement.

1.5 Online Content

Online Content includes any NY Studio material posted or streamed on the web including but not limited to; text, images, animations, music, videos, live streaming.

NY Studio make Online Content available for personal use by clients only.

- Virtual Classes or Sessions are streamed with a Pilates Teacher present, similar to a normal Class or Session.
- All other Online Content is provided in good faith for use outside of Class without a Pilates Teacher present. As such clients accept responsibility for interpretation and use of the material provided and the risks associated with undertaking unsupervised exercise.

1.6 Changes to Terms

We amend these Terms & Conditions and associated Policies from time to time. Please ensure that you understand the terms that apply at any particular time.

2.0 BOOKINGS

Please refer to our Bookings, Cancellation and Refunds Policy.

3.0 BEHAVIOUR

Please refer to our Studio Rules and Behaviours Policy.

4.0 HEALTH & FITNESS

Please refer to our Health & Fitness Policy.

5.0 STORED DATA AND GDPR

Please refer to our Privacy Policy

6.0 INTELLECTUAL PROPERTY

6.1 Website and Online Content

We are the owner or the licensee of all intellectual property rights in our website, and in the material published or broadcast on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved. The material published and broadcast on the website may not be downloaded or copied. You must not modify in any way any part of our website or the materials on it (including without limitation video content).

6.2 Photographs

We reserve the right to take photographs or videos that may be used for marketing purposes.

7.0 FORCE MAJEURE AND LIMITATION OF LIABILITY

NY Studio shall not be liable to its clients or deemed to be in breach of these Terms & Conditions by reason of any delay in performing or any failure to perform any of our obligations in relation to these Terms & Conditions, if the delay or failure was due to any cause beyond our control, including, but not limited to, Acts of God, explosion, flood, tempest, fire or accident, war or threat of war, riot, sabotage, insurrection, civil disturbance, restrictions, regulations, by-laws, prohibitions or measures of any kind on the part of any government, parliamentary, or local authority, strikes, lockouts or other industrial action or trade disputes (whether involving our employees or those of any third party), I.T. viruses, difficulties in obtaining raw materials, labour, fuel, parts or machinery, power failure or breakdown in machinery.

NY Studio may also withdraw all or part of the facilities without notice for any period or periods (with notice where practicable) in connection with any cleaning, repair, alterations or maintenance work to our Studio.

NY Studio are not responsible for any particular session, instructor and/or item of Pilates equipment not being available for whatever reason.

NY Studio accept no liability for loss or damage to client property or for injury to clients in or outside the classes (including use of Online Content) except insofar as such loss damage or injury is incapable of exclusion by law and clients hereby agree to waive and release us from any and all claims proceedings or actions for any liability (including damage to health) or loss resulting from participation in activities conducted by us or use of our equipment or facilities save where waiver and release is prohibited by law.

8.0 WAIVER

Save as expressly set out herein, no delay or failure by either party to exercise any of its powers, rights or remedies under these T&Cs will operate as a waiver of them, nor will any single or partial exercise of any such powers, rights or remedies preclude any other or further exercise of them. Any waiver to be effective must be in writing.

9.0 SEVERABILITY

If any part of these T&Cs is found by a court of competent jurisdiction or other competent authority to be invalid, unlawful or unenforceable then such part will be severed from these T&Cs, the remainder of which will continue to be valid and enforceable to the fullest extent permitted by law.

10.0 ENTIRE AGREEMENT

These Terms & Conditions together with our policies and booking acceptance constitute the entire agreement between the parties and shall have effect to the exclusion of any other memorandum, agreement, or understanding of any kind, whether oral or written, between the parties hereto and touching and concerning their subject matter.

NY Studio reserves the right to vary and revoke the Terms and Conditions from time to time which variation it may consider necessary or desirable for the regulation of the affairs of the NY Studio and the conduct of Clients. Any such changes will be notified to Clients and, until revoked, are and will be binding for Clients.

11.0 GOVERNING LAW AND JURISDICTION

These T&Cs shall be governed by and construed in accordance with English law and the parties hereby agree to submit to the exclusive jurisdiction of the English courts.

12.0 ENQUIRIES OR COMPLAINTS

If you have any enquiries or complaints address these to; pilates@nystudio.co.uk

2.1 NY Studio Pilates: Bookings, Cancellation and Refunds Policy (Rev 5)

Please take a moment to read this document because this is how we roll.

1.0 BOOKINGS

All bookings are made on the NY Studio website through the online booking system (TeamUp). When full-payment has been received, Classes, Sessions or Massage Therapies may be booked or amended in advance - first come first served. It is up to you to correctly book the specific class you want.

Bookings made are not transferable to another person.

A 24h booking policy is in place and classes missed are not refundable.

To make bookings fair and sustainable for all, we ask that clients are considerate to others and do not, for example, book and then cancel at short notice an unreasonable amount of classes that impact on the ability of others to use their memberships. Booking patterns are monitored and abuse will be considered a breach of the Terms and Conditions.

2.0 TIMETABLE

Classes are published in advance, accessible through the NY Studio website or the Teamup App.

Classes run throughout the year with a reduced timetable during school holiday periods.

Sessions, Massage Therapies and other activities run as agreed with the NY Studio proprietor, Kara.

3.0 PAYMENT POLICY

3.1 Payment Methods

NY Studio offer a number of payment options, however online payment using TeamUp is preferred.

Monthly Direct Debit	-available to Monthly Direct Debit (DD) clients through TeamUp and will appear as <i>Go Cardless</i> on your statement.
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Debit/Credit Cards	-our preferred method for all other clients through TeamUp and will appear as <i>Stripe Merchant Banking</i> on your statement.
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BACS, cheque, cash	-available according to booking and prior agreement
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Payments are not refundable. In exceptional circumstances at the discretion of NY Studio credit against future classes may be offered.

All payments should be received 24h in advance of your booking.

3.2 Payment Options

Monthly Direct Debit (DD)

You pay for 40 Classes to be used within 40 weeks to be taken within the published NY Studio timetable. Payments are spread over an 11 month period by recurring Direct Debit (September to July with a payment holiday in August). Payment is taken on the 1st day of each month. Clients joining part way through the year pay pro rata. One month notice of cancellation is required through TeamUp. Classes missed cannot be refunded separately.

Class Passes

You pay for a Block of 10, 5, or 1 Class to be used within the published timetable and the timescales stated when purchased. Classes missed in a block cannot be refunded separately.

Virtual Class Pass

You pay as you go - a Pay As You Go option is offered for all advertised Virtual Classes subject to availability

Payment must be received in advance, will expire in 7 days and is not refundable.

Massage Therapies

You pay as you go - Payment must be received in advance, will expire in 6 months from purchase and is not refundable.

4.0 CANCELLATION POLICY

4.1 Classes and Sessions

We have a 24-hour cancellation policy for all Classes and Sessions, so please book out if you cannot make the Class or Session – you will be charged for last minute cancellations.

If we have to cancel Classes or Sessions for any reason then we will either run catch ups or credit your account for a future Class or Session. In exceptional circumstances, Virtual Classes or Sessions may be offered.

4.2 Direct Debits

Should you wish to cancel your Direct Debit membership, we require you to let us know before the 20th of the month. This is so your notice period is effective and commences before the 1st of the following month.

4.3 Massage Therapies

We have a 24-hour cancellation policy, so please book out if you cannot make the session – you will be charged for last minute cancellations.

If we have to cancel your Massage Therapy session for any reason then we will either reschedule or credit your account for a future session.

5.0 MEMBERS AREA

When you make a booking for Pilates with NY Studio, as a current client you gain access to our exclusive Members area with access to NY Studio Pilates Online.

6.0 CLASSES

Our Classes, run as small groups, are available to all ages and levels of fitness, subject to suitability, noting that under 16s must be accompanied by a legal guardian. A variety of Matwork, Virtual and Equipment Classes are offered. Payment is made by either a Monthly Direct Debit or Class Pass.

With our Monthly Direct Debit and Class Pass Plans:

- you are able to book or amend your booking through TeamUp, up to 24h before a session and subject to availability
- .-once booked (and subject to availability) you may make a recurring booking for your preferred choice of Class time and day for the full period

With a Class Pass:

- you have 12 weeks to make 10 Classes, 6 weeks to make 5 Classes, 7 days to make 1 Class from the date of the initial session booked.

With a Monthly Direct Debit:

- you have 40 weeks to make 40 Classes. Classes will normally be taken weekly (but may be taken more frequently) within the published NY School term times found at: <https://www.northyorks.gov.uk/education-and-learning/school-term-and-holiday-dates>. Because DD classes are heavily discounted we ask that you take your classes pro rata to the number of weeks per term. Unused classes may not be carried over to the next term.
- you may use the 1 Class Pass option for booking additional classes at a discount with the appropriate discount code.

If you miss a booked Class without adequate notice and without booking out through TeamUp you will be classed as a non-attende and will not be entitled to make up the Class or refunded

7.0 INDIVIDUAL DUET AND GROUP SESSIONS

We offer Individual/Duet (up to 2 people) and Group (up to 5 people) Sessions. All Sessions must be booked and paid for in advance. One nominated person is responsible for booking and payment for Duet/ Group Sessions.

Non timetabled Sessions may be available on request by contacting the NY Studio proprietor, Kara.

With our Sessions:

- we can provide a more tailored experience
- you are able to book or amend your booking in advance through TeamUp, up to 24h before a Session. Please try to avoid changing your time once confirmed, as it will mess up all the other time slots during the day
- whilst every effort will be made to provide regular weekly time slots for clients who request it, this cannot be guaranteed.

If you miss a booked Class without adequate notice and without booking out through TeamUp you will be classed as a non-attende and will not be entitled to make up the Class or refunded

8.0 MASSAGE THERAPIES

Massage Therapies are available according to the published timetable and by appointment only.

Non timetabled Sessions may be available on request by contacting the NY Studio proprietor, Kara.

Bookings must be made within 6 months of purchase.

- you are able to book or amend your booking through TeamUp, and up to 24h before a session, subject to availability

If you miss a booked session without adequate notice and without booking out through TeamUp you will be classed as a non-attendee and will not be entitled to make up the session or refunded.

9.0 WORKSHOPS & EVENTS

You will pay in full when you book.

- cancellations up to 7 days before the workshop or event will receive a 50% refund
- specific booking conditions may apply and will be advised before you book

10.0 RETREATS

Specific booking conditions will apply and will be advised before you book

11.0 CONSULTANCY AND SPECIALIST WORK

Terms & Conditions will be prepared on a case by case basis

12.0 VIRTUAL TEACHING

In addition to our timetabled Virtual classes, we offer Virtual Classes, Sessions, Workshops & Events on request.

Online Content will be made available to support Members.

In some circumstances, Virtual Classes may be offered instead of timetabled Studio or Community based Classes - we will contact you to advise details if this happens.

13.0 GIFT VOUCHERS

You can buy Gift vouchers, for credit against classes and Individual sessions. They are non-transferable, non-refundable for cash and are valid for up to 6 months.

Bookings must be made within 6 months of purchase.

- you are able to book or amend your booking through TeamUp, and up to 24h before a session, subject to availability

If you miss a booked session without adequate notice and without booking out through TeamUp you will be classed as a non-attendee and will not be entitled to make up the session or refunded.

14.0 PROMOTIONS AND SPECIAL OFFERS

Promotions and special offers are subject to specific terms.

2.2 NY Studio Pilates: Studio Rules & Behaviour Policy (Rev 3)

Please take a moment to read because client safety and well-being is important to us. We don't have many rules but the ones that we do have are to make it easier and safer for you and all our clients.

1.0 HEALTH ISSUES

Please advise any health issues to your therapist / teacher prior to commencing your session. Please be respectful of others, we have clients with long term illnesses and compromised immune systems. If you are feeling unwell, have a raised temperature or suffering infection, please do not turn up - book out of your session and rearrange.

2.0 WHAT SHOULD YOU WEAR

In Pilates you may find your bodies in precarious positions, so we recommend for your modesty and ours fitted, secure, comfortable, non-see through workout attire. Men please wear supportive gear. Thank you in advance for your understanding.

3.0 MOBILE PHONES

We believe you can be separated from your phone, pager or other homing device, for the duration of a class. People also come to our studio to get away from the stresses and strains of modern life, and to have a good chill out. Please silence all such devices, otherwise we will ask for 20 extra push-ups! We understand the occasional emergency phone call.

4.0 STUDIO AREA

To avoid disruption please arrive five minutes before your session starts as we aim to start on time. Classes begin with a warm-up – this is an important aspect of each class and essential for your safety and enjoyment.

Classes take place in a calm, peaceful and respectful environment. Please be polite and courteous to others and mindful that students are working hard to focus - enter like a ninja.

We think that our studio is far cleaner than any gym you have ever set foot in, and we want to keep it that way! Since your bodies often find themselves on our floor we ask you to:

- Remove your outside shoes before entering the workout area.
- Not bring anything into the class area apart from water.
- Clean your hands (hand sanitizer is provided) before touching any equipment.
- Use the cubby boxes at the studio for storing shoes and clothes
- Tidy your mat after every use and put away your equipment.

Thank you in advance.

PS Although the studio is not responsible for lost, stolen or damaged items, please feel free to store your belongings in a cubby or keep them with you. Lost Property will be kept at the studio for 3 months.

5.0 PHOTOGRAPHS

Photographs and Videos may be made in the studio for or on behalf of NYStudio with your consent. Please respect others by not making any recordings, photographs or videos during classes and events. Privacy and Intellectual Property Laws prohibit this.

6.0 WEATHER POLICY

If the roads are dangerous we'll be closed, we'll do our best to let you know via social media / email. If you're unsure then please double check. Please help us by keeping your details up to date on Teamup

7.0 PARKING

Please park outside the studio in any safe spot you can find.

8.0 GENERAL CONDUCT

Nobody likes bad behaviour, so we reserve the right to expel from class, anyone whose conduct is or may, in our reasonable opinion, be injurious to the character of the business, or which amounts to a breach of the Terms and Conditions, or where such expulsion is otherwise in the interests of the other Clients. Any Clients so expelled will forthwith cease to be entitled to any refund.

2.3 NY Studio Pilates: Health & Fitness Policy (Rev 2)

Please take a moment to read because client safety and well-being is important to us. We don't have many rules but the ones that we do have are to make it easier and safer for you and all our clients.

1.0 ENROLMENT

We are concerned for your wellbeing. Completion of an Enrolment Form and Online Profile is required for everyone before booking sessions. Please be sure to update your contact or medical details if they change on TeamUp.

2.0 HEALTH ISSUES

Health issues are identified at enrolment and will be taken into account prior to Massage Therapy sessions and by the Pilates Teacher in Class Pilates sessions.

Any circumstances affecting health which may be exacerbated by any activities undertaken during Massage Therapy or Class Pilates sessions or which may have arisen or worsened since any previous sessions should be identified to the Massage Therapist / Pilates Teacher before session begins.

Clients may be refused access to sessions if, in our absolute discretion, it is believed their health may be endangered by participation.

3.0 SICKNESS

We have a strict policy that anyone ill, unwell, feeling either ill or unwell or otherwise showing symptoms of illness whatsoever, should stay at home and book out of class.

4.0 INSTRUCTION

Our Massage Therapists / Pilates Teachers are experienced and qualified with the best industry standards. They will provide instruction using research backed exercises and treatments with reasonable care and skill.

- Please listen up in your session and follow the instructions of the Massage Therapist / Pilates Teacher carefully at all times as we do not want you to injure yourself!
- Please note clients undertake unsupervised exercise at their own risk and should seek guidance and medical advice as appropriate.

5.0 FITNESS

We believe that everyone should be responsible for their health & fitness. We can advise but that does not constitute medical advice and does not substitute advice provided by a medical professional. You must accept the risk of injury from performing exercises and ensure that you have taken medical advice if at all concerned about physical condition and wellbeing.

2.4 NY Studio Pilates: Privacy Policy (Rev 2)

Please take a moment to read because this is how we roll. We are committed to protecting your personal information and respecting your privacy, the data you provide is always treated with the utmost respect, never passed on to any third parties and only used for reasons that you would expect as outlined within the body of this policy. We will only ask you for information that we feel we must have in order to ensure that we can meet your needs and expectations as efficiently and effectively as possible. We aim to be clear with the reasons for asking for your personal data and completely transparent with where it is stored and how it is used and the procedures taken to ensure it is kept safe.

Please be aware that this policy is to be reviewed regularly. Any noteworthy changes will be communicated directly to those of whom use a service provided by NY Studio.

1.0 Session Scheduling and Booking System

We use Teamup to administer our online booking. You can see their Privacy Policy via this link: <https://www.teamup.com/privacy-policy>

By booking through Teamup, your name, address, email, and phone-numbers, plus a record of the classes you have booked, is stored on a database that only *Kara Gillett* has access to.

2.0 Payment

Your money is processed by Stripe and GoCardless who both accept most debit and credit cards. You can find out more about them and their security in this document:

<https://stripe.com/gb/privacy>

<https://gocardless.com/privacy/payers/>

3.0 Communications

We use Mailchimp as the main method of providing general information. You must subscribe to let us send you the odd email reminding you about your upcoming sessions, Pilates classes, when new classes or workshops are coming up and important news. You can unsubscribe from these emails at any time. You can find out more about Mailchimp and their security in this document:

<https://mailchimp.com/legal/privacy/>

4.0 How and Why your information will be used

4.1 Contact Details

Your contact details will be used to contact you to maintain the service we provide. This includes:

- email correspondence to provide information about the service you have requested from us
- responding to enquiries and requests, special events we periodically offer
- to provide you with a valued service we may contact you to ask how you are progressing with your practise and whether there is anything we can assist you with in order to enhance the service provided and therefore the benefits you may achieve.
- to provide you with other information that may be of interest to you eg; newsletters, video links, blog entries, events - workshops and retreats, promotions, new classes and competitions.

4.2 Attendance Details

Your name and attendance will be used to maintain a register of each class, the register is used only for confirmation of your attendance and for health and safety requirements:

- to administer and process payments you make for services.

4.3 Telephone Numbers

Your telephone numbers will be used for urgent communications, for example:

- to notify you of any disruptions.

4.4 Enrolment Forms and Medical Information

4.4.1 Enrolment

At NY Studio we ask that on enrolment you complete an enrolment form, normally via TeamUp, but for some clients, a paper version. Within the form we ask for personal data such as, your name, postal address, email address, phone number and details of your health and next of kin. It also asks for you to consent to the use of your personal information to receive correspondence from us and for you to agree to the terms and conditions by which NY Studio operates.

To be able to do our job as Massage Therapists / Pilates Teachers, we need to ask you information about health conditions and injuries. It is very important you give accurate and current information to us and keep us up-to-date with your state of health. Your personal information is only ever collected for treatments / teaching purposes, NY Studio asks for necessary information to enable us to work with you.

Paper enrolment forms are stored within a locked filing cabinet, they may be uploaded to a password protected computer which is also stored in a secure place. They may be uploaded to our TeamUp site, where electronic enrolment forms are stored. Only *Kara Gillett*, owner of NY Studio has full access to the personal data held. NY Studio Therapists / Teachers may have access when necessary, enabling them to review health information to effectively plan your treatment or class. All Therapists / Teachers have received and signed updated contracts which adhere to the GDPR legislation.

We do not discuss you or any details of your health with anyone outside of NY Studio unless with your permission. We may only discuss your health on the occasion that you may be working with another therapist / teacher, if this is necessary you will be informed ahead of time.

4.4.2 Health Information

You are asked to provide some information about your health on enrolment, this information is to give us relevant information to ensure you are safe within the service we provide, avoiding any exercise or advice that may contraindicate your current condition of health. In short, we just want to make sure we can look after you and make sure you are safe whilst in our care.

4.4.3 Next of kin

The name and phone number of your next of kin may be stored in two places, the health questionnaire you return when you start work with us and within a password protected, secure database accessible to NY Studio teachers. This information is only ever used in the case of an emergency. We hope to never use it however it is important to have it accessible to the Therapists / Teachers if in the unlikely event we do need to contact your next of kin should an emergency arise.

5.0 Data Security and Sharing

We know how much personal data matters so we endeavour to go the extra mile to ensure it is kept safe and only used as necessary. As such personal data is never passed on to any third party.

Studio Therapists / Teachers have access to your personal information provided by yourself on enrolment for the purposes set out in the policy only, that being to provide you the client with the service provided by NYStudio.

Physical and technical safeguards are in place to protect all information provided by you and ensure that all information is kept purely confidential.

6.0 Website

We do use some Cookies on our website – Cookies are stored on your internet browser and are designed to make any future visits to our website as efficient and pain-free as possible by remembering pages or preferences, for example. We use these Cookies to track what pages are visited on our website and to facilitate your purchases (i.e. by remembering what's in your basket) if you are buying anything on our website or booking online with us. Your internet browser enables you to delete or block Cookies if you so wish.

Under new Data Protection (GDPR) regulations, we must ask for your consent to the use of Cookies as described. By clicking through to the Privacy Policy page, we will assume you are happy to continue using our website based on the information given in the Privacy Policy. Alternatively, please go to the option provided on your internet browser to delete or block Cookies if you so wish. Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

7.0 Contact

You may contact our data protection officer *Kara Gillett* should you have any queries.

Phone: 07884201234 Email: pilates@nystudio.co.uk

2.5 NY Studio Pilates: Virtual Classes (Rev 1)

Please take a moment to read because this is how we roll.

Our virtual classes are either live streamed or available as pre-recorded online content. Because the classes are virtual you can take your class any place that is convenient for you. We want you to receive as much enjoyment from our virtual classes as you do from attending face to face. The guidance in this policy will help everyone receive the best experience from their sessions.

1.0 Live Streamed Sessions

1.1 Exercise Equipment

You will need an internet enabled laptop/tablet/smartphone and suitable internet access.

You don't need specialised exercise equipment, however an exercise mat and head pillows will make exercising more comfortable.

Make sure you have a space with plenty of room to exercise – we don't want you to knock over or damage your furnishings!

1.2 IT Equipment and Software

NY Studio has subscribed to the streaming platform Zoom. Zoom is a platform for hosting Virtual Classes. They are called 'Meetings' on Zoom, but this is the same thing. You will need to download Zoom and set up a free Zoom account (Basic Account).

You can connect via your computer (desktop, laptop) or through a mobile phone or tablet. Please see the PDF Help Sheet on how to do this. How you set up Zoom will be dependent on the IT device you use.

Please note that your IT equipment and software setup is your responsibility.

1.3 Before Joining a Class

Before joining a class make sure you have downloaded Zoom and set up your IT device correctly so we can start on time.

Do have your exercise equipment close to hand- ideally not placed on the same side of you as your camera.

If there is more than one person in a family joining the class, ensure your devices are set away from each other, to avoid potential device 'feedback'.

If you have any concerns or changes to health, do send your teacher a message in advance. This can be done from Zoom, or by text or email. (*Note that if you ask a verbal question during a Virtual Class, the whole group will hear)

1.4 Accessing Sessions

You can access the sessions either through the Zoom application using the codes and passwords provided or you may request a link that will take you directly to the application. Please note that Zoom periodically force a change to the access codes and these will be updated accordingly – we will advise when this occurs.

Once you have opened Zoom on your device and logged in you will need to wait for the teacher to admit you to the class. This will usually happen around 5 minutes before the start time.

To access the sessions request to '*Join A Meeting*'

Click on the icon '*join*' and you will be prompted to add the Meeting ID

You will be sent to the Waiting Room. Your teacher will be notified that you are waiting

Do have your video 'on'. (Press on the Camera Icon if your video does not auto-start when you are invited in to class)

Do have your mic 'on' (your mic will automatically be muted when you enter the classroom)

1.5 Exiting sessions

To end a meeting press 'End Meeting' (red)

1.6 Zoom Set Up

Camera Set Up

Make sure your IT device is set up correctly (i.e. your microphone and camera is switched on in your settings)

Place your camera or device so that your screen can see you side way on, about 5ft away seems about the correct distance, angled and slightly off the floor seems to work quite well

Don't have camera facing a window as you will appear very dark on the screen. If this is your only option, close the curtains.

It is a good idea to have room lights on so that the image is clear.

You have the option to turn your camera off if you so wish, however it will be useful to still see you so that I can verbally cue everyone as normal. Please note that if you do turn your camera off or we cannot see you clearly you will be considered as undertaking unsupervised exercise.

Microphone Set Up

The microphone on your device should be sufficient. Make sure your IT device is set up correctly (i.e. your microphone and camera is switched on in your settings)

If Zoom prompts you about Audio, please select Computer Audio.

Display Name

Make sure that you set up your Display Name to your actual name, so that I know who is requesting to join.

Display

You can choose the way the class is displayed on screen. Zoom has a choice of '*Active Speaker*' or '*Gallery View*' displays.

- In '*Active Speaker*' view the instructor will appear large on your screen, and everyone else small, making it easier for you to follow the class!

- In '*Gallery View*' everyone appears the same size, making it easier for a group chat.

If you have any problems, just let us know. You can always read more about Zoom at the following URL: <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>

1.7 Virtual Class Etiquette

We recommend that you set your view to '*Gallery*'. This lets you see everyone in the class. It will remind you that everyone is listening when you speak and allows you to feel part of a 'class community'.

When the class starts you should switch to '*Active Speaker*'. This lets you see the person who is speaking (usually your teacher) on full screen. If you wish to ask a question, you should wave- your teacher will unmute your microphone. Please note, the microphone will automatically allow you to be 'live' and everyone in the Virtual Class will hear what you say. Do give time for your teacher to reply- as there may be a slight delay!

Note that if you are using your mobile phone for class access, and it rings during class, your video screen will go blank until the call stops.

1.8 Recordings

Your teacher may occasionally record your Group Class / Tutorial Slot / Individual Session. Recordings are stored on the Zoom Cloud and are in accordance with GDPR standards. You will be told in advance if this is going to happen. Recordings can be useful, especially in Individual Sessions and Tutorial Slots. It is also useful for the teacher to review the lesson and analyse teaching skills

2.0 Pre-recorded Online Content

Pre recorded Online Content is provided in the Members area of the website for clients with active bookings. Active clients can access and use this material for free in accordance with our Terms & Conditions.