

Effective Date: 29.01.2025

Business Name: Reforma Studios LTD

Contact: info@reformastudios.co.uk

1. Health & Safety Policy

We are committed to providing a safe and welcoming environment for all clients, instructors, and visitors. This includes physical safety, emotional wellbeing, and responsible behaviour from all parties.

Our Responsibilities:

- We conduct regular risk assessments of all studio spaces and equipment.
- All instructors are trained and qualified to deliver services safely.
- Emergency procedures and first-aid provisions are in place.
- Clients will be made aware of any important safety information prior to sessions.

Client Responsibilities:

- Inform your instructor of any injuries, conditions, or recent surgeries prior to participation.
- Follow all verbal and written instructions provided by staff.
- Avoid participation if feeling unwell or under the influence of drugs or alcohol.
- Use equipment only under guidance or supervision.

2. Hygiene Policy

Maintaining a hygienic environment is essential for health and client comfort.

Studio Practices:

- All equipment is cleaned and disinfected regularly, especially between sessions.
- Floors, mats, and high-touch surfaces are sanitised daily.

- Hand sanitiser/Hand Wash is available at all times.
- Ventilation is monitored and adjusted to ensure fresh airflow during classes.

Client Expectations:

- Please wear clean workout clothing.
- Wipe down any shared equipment after use (cleaning supplies are provided).
- Refrain from attending if you are experiencing symptoms of illness (e.g. fever, cough, cold, or flu).
- Personal hygiene (e.g. deodorant, fresh socks) is expected out of courtesy to others.

3. Code of Conduct

We aim to create a respectful and inclusive environment for everyone.

Clients must:

- Treat staff and fellow clients with kindness and respect.
- Arrive on time for sessions. Late arrivals may be refused entry to avoid disruption.
- Turn off or silence mobile phones during classes.
- Follow the cancellation policy and respect booking terms.

We reserve the right to refuse service or cancel memberships in cases of:

- Aggressive, abusive, or inappropriate behaviour.
- Repeated breaches of studio rules or safety guidelines.
- Failure to follow health-related advice or warnings from staff.
-

Questions or Concerns?

If you have any questions about this policy or wish to raise a concern, please contact us at:

 info@reformastudios.co.uk

 07799227739

 49 High Street, Ascot, SL5 7HG