



STUDIO ETIQUETTE - UPDATED Aug 2023

To ensure all members & clients have the best possible workout experience, please follow the guidelines as noted below.

Hours of Operation: 5am – 10pm, 7days/week except for **group classes

Group Classes: STUDIO CLODED to MEMBERS: Mondays 8:15 – 9:30am, Wed's 6:00 – 7:00pm

Sign in upon arrival: with your name and time. Sign in book at front desk.

Front Door: the locking system is a little finicky! Please ensure the door is fully closed before entering the door code. Key in access code, then press “lock” icon to unlock. To lock upon departure, simple close door securely and press the lock icon.

- 1) Please stay home if you feel unwell.
- 2) Clean, indoor shoes are mandatory. Please remove your outdoor shoes upon arrival. Bring a water bottle. There is a water bottle tap next to the washroom.
- 3) Please wipe down equipment and mats as you go with a clean, coloured rags provided.
- 4) Please use the white towels for your body & face only, not to clean the floors or equipment!☺
- 5) If members are waiting, please limit your use of cardio machines to 20 minutes.
- 6) Before you leave, please close sliding glass door and windows, turn off stereo and lights, close the door securely and press lock icon on key pad.

STUDIO FAQ's

Q: I am not a member - can I pay for a drop in to the Studio? A: Unfortunately, no. However, the Bowen Island Community Recreation Centre offers drop in workouts

Q: I am a current member of the Studio and have a family member/friend coming to visit. Can they use the Studio? A: Yes, current members have “guest membership” privileges and may have visiting friends/family use the Studio with a \$10 drop-in fee. Fee may be dropped in the secure letter box above front desk with a “sticky note”

Q: Can I get a refund on a pre-paid membership package? A: If a refund request is due to a health issue, then yes, a refund is available with a doctor's note. Otherwise pre-paid memberships are non-refundable.

Q: I am a long-term member with a monthly auto debit. Can I put my membership on hold? A: If you know your return date, yes, you can put your membership on hold for up to 3 months once a year.