



In response to the recent health crisis posed by Covid-19, Fit in Motion have decided to temporarily move all of our consultations and classes to online.

**Effective March 23, 2020** our Studio will be closed to the public with the exception of One-on-One and Semi-Private Personal Training on a case-by-case basis, which will be re-evaluated each day.

***We are committed to supporting you and your health, wellness and fitness goals.***

### **Group Fitness and Yoga Classes – Now Offered Online!**

Our goal is to continue to serve our community and clients. Live online classes will continue to be taught by the same incredible Personal Trainers and Yoga Instructors. Group Fitness class formats will vary slightly due to many clients not having fitness equipment at home. We will be innovative and make our classes just as effective and fun! The Personal Trainers will offer variations to exercises, as well as progressions and regressions. Our schedule may change slightly in light of many people remaining at home. The schedule will be updated regularly, which you can view in your online account or on Fit in Motion's website at

<https://www.fitinmotion.ca/class-schedule.html>

### **One-on-One and Semi-Private Personal Training**

One-on-One and Semi-Private Personal Training clients may also wish to shift to attending appointments online. Please discuss directly with your Personal Trainer so we can plan and prepare for those sessions accordingly.

**What We Need From You?** – We are currently taking an inventory of all equipment that each client has at home. This will greatly enhance our ability to come prepared to each Group Fitness Class with a well thought out lesson plan.

***Please email us at [info@fitinmotion.ca](mailto:info@fitinmotion.ca) with a complete list of all the equipment you own (or plan to purchase) as soon as possible.***

***Note: In the Subject Line of your email, please list your name followed by the word "Equipment" (e.g. Jeanette Hunt – Equipment).*** This will help us identify your email immediately, as we are overloaded with emails at this time.



### **Registering Into and Out of Classes**

There will be no change to the process of registering yourselves in and out of classes. Please continue to login to your online client account and schedule yourself into classes. Reminder that you will have up until 12 hours prior to class to register into the class via your account. The Trainers/Instructors will need that time to prepare a lesson plan. The only change in the process is that each day you will receive an email with a unique link inviting you to participate in the class you registered yourself into. Click on the link to enter the online class. Each class will have its own unique link, so please do not attempt to use a link from a class you previously attended. We anticipate a short learning curve for the first week or so, so your patience is greatly appreciated as we maneuver through this new way of service delivery. When you first login, you may see a blank screen, which is what we refer to as a Waiting Room. When the Personal Trainer/Yoga Instructor is ready to start class, they will accept you into the class. Once accepted, double check your video and microphone settings on the bottom left side of the screen. If there is a diagonal line through the microphone and/or video, this means we cannot hear or see you.

**Technical Issues:** As each individual has different hardware (laptop, PC, iPad, etc.), if you have technical difficulties, we will work with you to help you as best as we can to ensure you can attend your classes online. Please contact us by phone at (250) 857-5254 and we will set up a time to help you.

**Cancellation Policy:** We have reduced the cancellation policy to 12 hours prior to your appointments. This will be revisited in future. We appreciate you giving us as much notice as possible should you be unable to attend your appointment.

**Online Class and Personal Training Packages** – We will be posting some New Client Specials on the website as well as on the Fit in Motion Store in your account to encourage new clients to attend our Online Group Fitness and Yoga classes. Your assistance in spreading the word is greatly appreciated!

We held our first test Online Yoga Class this morning and it went well. We identified a few minor issues, which have been addressed and we will continue to make any modifications to offer a quality service. We appreciated your support and patience.

As a “**thank you**” for all of your incredible support and to ease your financial situation, we are offering the new client specials to you as well. ***The packages will be available to you for a one time purchase via your online account in the Store starting on March 22, 2020.*** You will have the option to purchase:



### Group Fitness and Yoga Packages

- 16 Group Fitness and/or Yoga classes for \$222 (+gst), This can be used for the Group Fitness or Yoga classes or a combination of both.,

or

- 3 Month Unlimited Membership for \$189 (+gst) per month. This membership enables you to attend as many Group Fitness or Yoga classes you wish each month.

### One-on-One and Semi Private Personal Training Packages

- 8 Session One-on-One Personal Training Package - \$464 (+gst),

or

- 8 Session Semi-Private Personal Training Package - \$280 (+gst)

These packages are sold per person.

If you currently have a package, this offer will still be available to you when your package is used up.

### Cleaning Protocols for the Fit in Motion Studio

Further to my message to all of you last week, I want to ensure you that we are going above and beyond to maintain a clean Studio to ensure the health and safety of our clients and our staff. All equipment that has been used are disinfected prior to being placed back to the storage area. After each session/class, the staff are cleaning all surfaces, such as window sills, chairs, door knobs (including the outside knob), window knobs, light switches, etc. In addition, a new towel is replaced in the bathroom after each appointment. Furthermore, we conduct another full cleaning of the Studio and equipment at the end of each day in preparation for the following day, which includes washing the floors.

### Fit in Motion: Responding to Emails and Text Message Inquiries

We are experiencing a much higher than normal volume of inquiries via text, email and phone right now and are committed to responding as quickly as possible. Your compassion for our efforts is sincerely appreciated.

***Our community extends far beyond our Studio space!***

***Join us online to stay connected as a community.***

***We need our physical activity as well as each other now more than ever.***

***Let's move through this together and help each other to the other side of this.***

We offer our deepest compassion to everyone impacted by this health crisis.

We are thinking of you and wishing you much love,

Jeanette, Dave, Sarada, Chris and Carla