

# GROUP X GUIDELINES



**Customers understand that they take full responsibility for their own health, and must inform the instructor of any medical conditions that may affect their participation in the class.**

## **Customers must:**

- Arrive five minutes before the start of the class so that all equipment can be set up safely and the instructor can provide pre-class guidance
- Pick up a ticket from reception or quick ticket machine before the class and place it into the Group X bucket in the studio
- Not pick up tickets for other users
- Inform the instructor if they feel unwell during the class
- Not chew gum during class
- Not use their mobile phone for the duration of the class and their device must be placed on silent or switched off
- Stay for the full duration of the class and may only leave early in the event of an emergency
- Clear away all weights that they have used

Any customer waiting at reception to enter a fully booked class will be allowed to enter the class five minutes before the start of the class. Therefore, any customer booked in who fails to arrive five minutes before the start of the class will lose their booked space and consequently refused entry.

**Thank you to all customers for your cooperation.**