

Based on the government's advice and guidelines, KaSo have made some significant changes so we can continue to operate whilst ensuring everyone feels safe in class. SO much of what follows in this document is common sense, so please forgive any egg sucking? We cannot tell you how much we value your ongoing help support, but mostly - HEALTH - it is what we do! We have:

- Reduced studio capacity to increase space between clients based on World Health Organisation guidelines and adhere to 2 metre distancing where possible.
- Increased sanitising of surfaces in communal areas such as floors, door handles, toilet and sink areas.
- Implemented regular sanitising of all studio floors and touch areas.
- Increased number of fans for ventilation in smaller Studios. We will use them accordingly and keep windows and doors open at all times where possible and if there are no risks to vulnerable adults or children or fire safety issues.
- Staggered class times to avoid mixing of people on class cross-over and allow us time to sanitise the space ready for the next class.
- Ensured we can Track and Trace class attendance electronically using our BOOKWHEN system.
- Please follow the instructions on hygiene and social distancing as displayed around the building to keep yourself and everyone safe. By attending KaSo class you kindly agree to abide by these rules.

BUILDING DIRECTIVES (Long Crendon Village Centre)

- Use hand sanitiser upon arrival, and regularly throughout your time with us. Ideally bring your own to reduce contact with our dispensers.
- If using the toilet, wash your hands for at least 20 seconds and after drying your hands throw the towel in the clearly designated bin.
- **NO FOOD AND DRINK IN STUDIOS** – only bottled water for personal use.
- There are no tea or coffee making facilities or regular/communal seating available.
- Arrive at your class time 'ready to go'. This includes our Juniors, who will need to enter the studio with their dance clothes on. They can bring a little bag with their dance shoes and water only please.
- **THERE IS NO WAITING AREA in the LCVC.** The Main Bar area is only to be used for staggered entry and as an exit buffer to minimise proximity with people.
- Early arrivals will be required to wait outside. You will know that the Studio is ready for you when the **BACK FIRE DOOR** is opened.
- If you need to wash your hands – please use the 'One In One Out' system provided for the **LADIES TOILETS ONLY**. You can wait for entry in the Sports Bar.
- Exit via the **GREEN FRONT DOOR**.
- *If you are to feel unwell during class, the designated isolation area at the LCVC is the OFFICE. We will kindly ask you to*

BUILDING DIRECTIVES (AVA)

- Please use the car park and walk your children to reception where you will drop them to us. PLEASE DO NOT park on the road at the front of the school.
- Please avoid crowding in doorways and be mindful of Social Distancing whilst walking to the venue.
- Please ensure the children arrive 5 minutes before class start with their dance clothes ON. They may bring a small bag with water and their dance shoes and we'll help them change while we line up calmly.
- Children can hand sanitise upon entry and exit of their studio.
- PLEASE no toys/unnecessary items – unless your child has a wait between their classes.

Children who have a gap should be sent in with something sensible to do, and they will be looked after in their Studio space.

- NO FOOD AND DRINK IN STUDIOS – only bottled water for personal use.
- THERE IS NO WAITING AREA in the AVA at this time we're ever so sorry.
- Please be ready to collect your child just before class end time and use floor markings to kindly wait at social distance. Children will be delivered to you from their studio, one at a time.
- If one of our Juniors was to fall ill during class time, we will keep the child in space with us, distanced from the rest of the class, and we will contact the emergency number provided on Bookwhen.

STUDIO USE DIRECTIVES (LCVC and AVA)

- We have implemented a buffer time in between all bookings to allow us to clean the studios after each use. This is not for early access for clients apologies.
- We will keep fans on and doors open where possible during your session to circulate the air.
- There are cleaning products provided in the studio – please help us by using them on all surfaces you touch - including windowsills, ballet barres and chairs.
- Keep 2 metres distance, using studio floor markings (Juniors will have SPECIAL SPOTS ☺).
- If the maximum studio capacity has been exceeded, or if anyone in the class has Covid-19 symptoms you will kindly be asked to leave and no refund is eligible.
- Cover your mouth with a tissue to cough or sneeze and throw used tissues in the Covid-19 bins. If no tissue available, cough/sneeze into your elbow-pit and away from others people where possible. Use hand sanitiser immediately afterwards.
- Bring your own mat, hand weights, dynabands and towel (in a plastic bag) if needed for your class.
- Whilst in the studios and anywhere in the building please do not share equipment such as paper, pens or electronics.

As a valued client or parent of a Junior, you kindly agree to take full responsibility for you/your child's personal health, hygiene and assuring the safety of others in attendance, including high risk participants. We strongly advise that those deemed as high risk avoid attending the studios. Attending is at your own risk and we're most grateful for help wiping surfaces in the studios using the products provided, as described above. KaSo teachers will be in charge of maintaining cleanliness around the communal areas and in the studio too. We are cleaning the studios between each use, but also ask you to help protect each other by wiping surfaces before and after studio use.

COVID-19 GUIDELINES

Teachers and clients who are unwell with the following symptoms of Coronavirus (Covid-19) should not attend the studios. If you have **any** of the following symptoms DO NOT enter the building.

Please note that we have the right to refuse entry to anyone using/booked to use the studios if you have Covid-19 symptoms and no refunds will be eligible.

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

To protect others, do not go to places like a GP surgery, pharmacy or hospital if you have any of these symptoms. Stay at home and self-isolate for 14 days. If you have symptoms and have a booking with us, please contact sophie@kasostudios.co.uk as soon as possible. If you have recently travelled or come

back abroad, please self-isolate for 14 days before attending class. For any COVID 19 related questions or concerns please email sophie@kasostudios.co.uk or call Sophie on 07989 205498.

THIS IS UNCHARTED TERRITORY.

We are all learning as we go. Our pledge is to work with you to talk through all the issues and concerns we all have and to provide as safe environment for all our KaSo family. We are continuously reviewing our procedures and will do everything we can to accommodate and meet your own requirements.

General Payment Term's and Conditions

- In the event that we are prevented from delivering classes due to changes in Government directives for Covid19 in our industry, KaSo will endeavour to deliver ALL it's classes online via ZOOM and make them available ON DEMAND.
- Course refunds will be offered on a case by case basis if a client is unable to access these alternative solutions.
- If a KaSo teacher is required to self-isolate or is otherwise unable to take class, KaSo will endeavour to provide a suitable alternative Teacher or class. If we are unable to do so, full refunds will be offered.
- If a client is required to self-isolate due to Covid19 and where their isolation is not a result from attending a KaSo class, refunds will not be issued.
- By attending a KaSo class, you understand and accept that a class member may contract Covid19 resulting in the necessity for you to self-isolate. Refunds will not be issued in these circumstances.

USEFUL INFORMATION

Official UK Government advice

Visit the following links for official UK government advice on Coronavirus (COVID-19).

Coronavirus (COVID-19): UK government response:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Stay at home: guidance for people with confirmed or possible coronavirus (COVID-19) infection:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

Overview – Coronavirus (COVID-19):

<https://www.nhs.uk/conditions/coronavirus-covid-19/>