



Divine Moon Yoga & Pilates

Teacher Operating Manual

Welcome & Mission

Team Mission:

Teach with presence. Care for the space. Protect the experience. Serve the community.

Our Brand Mission:

We create transformative experiences through Pilates, yoga, sound, and guided community gatherings. Inviting movement, healing, and self-discovery in every space we touch.

Core Values:

Presence • Integrity • Reverence • Transformation • Sacred Rhythm • Community

2. Code of Conduct

- Uphold professionalism and compassion at all times.
- Embody the values of Divine Moon in and out of the studio.
- Do not text or use cell phones while teaching.
- Respect studio equipment and shared spaces.
- Practice non-judgment and inclusivity with all students.

3. Class Delivery Guidelines

- Arrive 15 minutes early to prepare your space and welcome clients.
- Begin and end classes on time.
- Greet each client warmly by name when possible.
- Offer safe, accessible instruction with modifications as needed.
- Integrate sound, breath, and intention in alignment with our studio ethos.
- Clean equipment and return props after class.

4. Studio Policies

- Sub Policy: You are responsible for finding a sub with at least 48 hours' notice (24 hours in emergencies).
- Cancellation Policy: Classes must be covered or canceled with proper notice. Repeat issues may impact pay structure or schedule.
- Unlimited Contracts: Clients with 3-month unlimited contracts have a 24-hour cancellation policy. Teachers must uphold this for scheduling integrity. When client cancels within the 24 hour policy we will send a link to them paying for the drop in of that said class.

5. Communication & Scheduling

- Stay up to date via the team group chat, email, and studio scheduling platform.
 - Submit time-off requests as early as possible.
 - Communicate schedule changes with clarity and professionalism.
 - Over-communicate if unsure—clarity is key.
- Studio Feedback is required. See contract for details.

6. Pay & Incentives

- Base Pay: 50/50 split per class
 - Cleaning List No longer Required to be signed
 - Creating Events for Facebook no longer required
 - Marketing via Divine Moon Facebook & Instagram
- Upgraded Tier (60/40): Eligible after:
 - Teaching all assigned classes for a full month without cancellations
 - Creating & promoting event/class monthly
 - Actively engaging in class marketing
- 50% Tier eligible for unlimited Yoga sessions in-house
- 60%/70% Tier eligible for unlimited yoga/Pilates sessions in-house

7. Client Care & Growth

- Build relationships through authentic connection and presence.
- Greet clients by name and create a safe, welcoming environment.
- Encourage student feedback and respond with grace and openness.
- Support studio events and promote collective offerings with enthusiasm.
- Uphold confidentiality and respect all client interactions.



Maintain Notes

- Maintain notes in Wix under the customer's profile.
- Notate progress and any items stated about their body, goals, and needs in this section.
- Confirm the next session at the end of class or within 24 hours if not already scheduled.

Follow-Up Procedure

- After First Visit (New Clients):
 - Send a personalized thank-you text or email within 24–48 hours.
 - Invite them to another class and ask how they felt post-session.
- After a Missed Class:
 - If a regular client misses a class, check in with a kind, casual message within 2–3 days.
 - Example: “Hey [Name], missed your energy in class this week—hope all is well! Let me know if you have any questions about upcoming sessions.”
- Event Follow-Up:
 - Follow up within 3 days after events with gratitude, highlights, and a reminder about regular classes or future gatherings.

8. Emergency & Safety Procedures

- Know the studio’s emergency exits, first-aid location, and safety protocols.
- Report any incidents immediately to leadership.
- Maintain composure and leadership presence in emergencies.

9. Professional Development

- Attend quarterly team trainings and community gatherings.
- Participate in feedback and mentorship opportunities.
- Stay current in your certifications and inspired in your own practice.

Meet 4 hours/month ongoing training in your discipline.

10. Brand Alignment

- Understand and reflect our split-space model:
 - The Floor Space: Reformer Pilates – grounded, structured, strong
 - The Cloud Space: Yoga – breath-led, elevating, soulful
- Represent our brand when utilizing our equipment, studio space and community events.
- When Posting on social media please tag and collaborate with us on all footage used,
- Speak in alignment with our brand tone and inclusivity
- When teaching in public for our events or community classes representing our brand by acknowledging “Divine Moon” as the brand in which has provided the clients the services.

Instructor Role – 60% Tier (Hybrid Instructor / Brand Ambassador / Operations Support)

Instructors at Divine Moon Yoga & Pilates operate in a **hybrid role** that combines teaching with shared studio operations and brand ambassador roles. Responsibilities include:

- Teaching scheduled classes in alignment with Divine Moon's brand, values, and client experience
- Managing clientele before, during, and after class
- Placing clients into appropriate classes and general schedules
 - This includes placing clients into **their** appropriate time slots
- Communicating client feedback, concerns, and overall experience to ownership
- Observing and reporting how the studio is functioning day-to-day
- Notifying ownership of studio needs (supplies, maintenance, repairs, etc.)
- Maintaining the physical studio space, including required cleaning duties
- Supporting a welcoming, professional, and consistent studio environment
- Collaborating with other instructors to ensure smooth daily operations

Note: These responsibilities are shared among instructors and are part of the 60% compensation structure.

Manager Role – 70% Tier (Expanded, Occasional Oversight Role)

The Manager role includes **all Instructor responsibilities**, plus **additional authority and accountability** when needed. These responsibilities occur **as required**, not daily, but carry higher-level trust and scope:

- Acting as a point of leadership and decision-making when issues arise
- Supporting ownership with higher-level operational oversight
- Assisting in resolving instructor or client conflicts when escalated
- Ensuring studio standards, policies, and boundaries are upheld
- Representing the studio in aligned collaborations *only with ownership approval*

- Protecting studio brand, content, and intellectual property
- Reporting significant operational, team, or client issues directly to ownership

The additional 10% compensation reflects accountability, discretion, and leadership responsibility — even if exercised intermittently.