

Opening Tasks for Valeō Pilates Instructors

Before the First Class of the Day:

Studio Setup:

- Instructors are to use the lockbox combination to enter the front door, making sure to shuffle the lockbox for security purposes. Please make sure not to leave the key in the knob, as someone could steal it and we could lose it.
- Enter the studio, turning on all applicable lights—there will be a video distributed in the group chat as to which lights to turn on—but the rule of thumb is dim, moody, ambient lighting, as the studio has lots of natural light. Main lights to turn on are mirror lights, bathroom lights, reception lights, and shelf light* (if the ambience permits).
- Make sure curtains are pulled open to start the day.

Tech & Music:

- Make sure the speaker is in a centrally located area (to be established). Please use the iPad to select music for class—try your best to use daily mixes (update regularly as Daily Mix 1, 2, 3, 4, 5). The rule of thumb for music is R&B, hip-hop, pop, or chill EDM—please avoid high-intensity music or rave music.
- Please ensure the iPad is on, charged, and awake, and on the main sign-in screen with Guided Access enabled (this typically means clicking the home button three times, which will automatically lock the screen, preventing it from toggling out of the sign-in screen).

Closing Tasks for Valeō Pilates Instructors

After the Last Class of the Day:

Cleanliness & Organization:

- Make sure all straps are even—pull them over the shoulder blocks. Place all springs on the reformer to ensure straps are even upon closing.
- Unplug and return the speaker to the charger behind the reception desk.
- Ensure no personal items are left behind. If so, please place them behind the reception desk.

Pilates Instructor Policies & Guidelines

Class Management & Attendance

- **Attendance Verification:** Before each class, instructors must double-check the attendance list via the studio iPad or their Momence account (logged in on their phone). This ensures only registered clients participate and prevents unauthorized or unregistered drop-ins. This happens more often than you think—please double-check.
- **No-Show Policy:** Clients who fail to cancel within Valeō's designated window (8-hours notice) will be charged a no-show fee of \$10. If clients make comments to you regarding a previous fee they were charged, refer them directly to the Valeō in-app chat. Let them know, *"I cannot help you, unfortunately, but we have an in-house team that deals with these matters very quickly via the Valeō in-app chat."*
- **Punctuality:** Classes must start and end on time to respect clients' schedules and maintain studio efficiency. Please do not end class with more than two minutes to spare, as clients could get upset—as they have paid for time that has not been fully used.

Client Safety & Form Corrections

- **Active Supervision:** Instructors must continuously monitor clients, providing hands-on adjustments and verbal cues to ensure proper alignment and prevent injuries. When utilizing physical cues, please ask the client for permission before physically assisting them. Instructors should consistently walk up and down the reformers to closely monitor client form and ensure it is correct.
- **Carriage Assistance:** If a client struggles with control, instructors should step in to pull the carriage back as needed to maintain safety. We are known for having larger mirrors, and there is a purpose for them. During class, instructors must (every single time) instruct clients to keep their bodies between the mirrors and the box. No loosely swinging arms or legs. Boxes should never be facing the mirror or anywhere near. Encourage clients to walk backward toward mirrors.
- **Waist Trainer Ban:** Clients are not permitted to wear waist trainers, sweat belts, ankle weights (brought in by themselves and not a prop offered by Valeō), or restrictive garments that limit breathing, mobility, or proper engagement of core muscles. If you see hair clips, sharp nails, or sharp jewelry—while these are things we cannot control—we can certainly let them know that it is a safety concern and it is best to temporarily remove them. Although there is nothing we can say about nails, gently encourage proper hand placement (i.e., press weight into palms of hands rather than digging nails into reformer).

- **Hair Must Be Tied:** Please ensure clients have their hair tied, especially on the carriage or on the box, where their hair can hang and get stuck. Please encourage adherence to this policy, as this is a safety concern. Hair and extensions can be caught in carriage wheels—there have been clients who have had to have their hair cut out.
- **No Chewing Gum:** If you see a client chewing gum on the reformer, please ask them to throw it out.
- **Pregnancy Policy:** Pregnant clients must submit written clearance from their OBGYN before attending class. Modifications should be offered, and instructors must monitor them closely. Clients in the first trimester are encouraged to stick to Reformer I classes. Past the first trimester, clients are required to use a bolster pillow on the reformer when initiating certain exercises. Please inform the client that, at the end of the day, this is a group fitness studio, so while the instructors will try their best, it is difficult to dedicate sole time to one particular client. There is no ability to always monitor and guide a pregnant client, although instructors will try their best. Instructors are to direct clients to constantly read their bodies and not participate in any exercises where they feel unsafe.
- **Incident Reporting:** Any injuries, accidents, or near-misses require immediate documentation via the studio's incident report form (see LinkTree). This is required every single time. For your safety, this is important to ensure everything is documented in order to protect you. In case you are unaware, legal claims can be initiated for up to two years after an incident, so it is crucial that you fill out the form even if it's something small or minor. This is all to help protect you and cover your angles.

Professional Conduct & Studio Standards

- **Quality Instruction:** Instructors must uphold the studio's high standard of service, offering attentive, personalized corrections—never treating sessions like a generic group fitness class. Each class is to be led with kindness, recognizing Valeō's standard of warmth—exceeding your highest level of kindness because, more often than not, clients are sensitive and will likely misinterpret a look or a tone, so be very intentional. Valeō has a diverse clientele of all different socioeconomic, racial, ethnic, sexuality, and religious backgrounds. We are a forward-thinking space, therefore clients are to be met with warmth and kindness at all times.
- **Cleanliness & Equipment Care:** Studios must remain tidy and organized before and after classes. Equipment should be wiped down, straps adjusted, and props stored properly. When instructing clients on how to clean the machines, you must say the following: *"Thank you so much for joining us today. Please wipe down your equipment by spraying the cloth first, wiping down the machine and any*

props you touched, returning the spray bottle to the outside of the basket, and leaving the cloth open-faced on the edge of the basket to dry.” While we have no doubt you will love and respect the space as your own, if between classes you notice hair on the floor, please do not neglect it. Grab the wireless Dyson and vacuum the hair. Hair accumulates throughout the day, so we do not want debris on the floor to accumulate on the instructor who is closing or doing evening classes. Think of them, because next time they will think of you—and our cleaners only come once at night after closing hours.

- **No Personal Phone Use:** Instructors should never use their phones for personal use during class, unless they are referring to a class plan—full attention must remain on clients.
- **Professional Attire:** Instructors should wear fitted, movement-friendly activewear that allows for demonstrations while maintaining a polished appearance. We do encourage and prefer all-neutral outfits or all-matching, cohesive tops and bottoms. Instructors should ensure personal cleanliness and maintenance, which includes good oral hygiene, deodorant, light perfume, and clean nails.

Client Interaction & Policies

- **Inclusive Environment:** Please foster a welcoming, non-intimidating atmosphere. Each class should be catered to its appropriate level. The general rule of thumb is to create a class plan, commit to it for your block, and make modifications to progress or regress the class plan as you see fit. Each day requires a new class plan. Repeated class plans can affect your performance and the motivation of clients.
- **Medical Advice Boundaries:** Instructors cannot diagnose or treat injuries/conditions. Clients with medical concerns should be referred to healthcare professionals.
- **Confidentiality:** Client health information, attendance records, and personal discussions must remain private and never shared outside the studio unless permitted by law.
- **Instructor Performance Review:** We will conduct instructor performance reviews every three months to ensure the method of instruction aligns with Valeō policies and procedures. There could be more performance reviews or feedback as part of informal conversation, as management sees fit.

Safety Operations & Compliance

- **Equipment Maintenance:** Any broken or malfunctioning equipment should be reported immediately to management.

- Emergency Preparedness: Instructors must know first-aid basics, fire exits, and emergency protocols in case of accidents or evacuations.