

IMPORTANT INSTRUCTOR INFORMATION

External door code

0579 (Press 'C' to clear the code)

Internal door code

2580# (Press the screen to light the buttons up)

Alarm code

SPIN + 'enter' (You can just press 'Arm' on exit to set it). You have 30 seconds to get in/out. If you accidentally set the alarm off please notify Lara asap as we get notifications of this.

Wi-Fi Password: ChromeWifi

Studio use

If you are training at the studio please make sure you book your training time into our shared Google Calendar. There are a few reasons for this including H&S as well as making sure there aren't double bookings of the space, or that we have contractors in there.

Invoicing

Please send us your invoice between the last day of the month and the 3rd of the new month. These are paid by us on the 10th of each month.

It is really important that we receive these invoices in a timely manner for us to manage our cashflow.

Please ensure your invoices include enough detail such as:

- A breakdown of the classes you have taken that month.
- An updated invoice number or reference.
- Any additional charges as you see fit (for example, staying late to assist students filming after Flow classes)
- Any credits (studio hire fees, attending a fully booked class fee, other extras etc)

If we have any questions about your invoice we will email these through to you as soon as possible.

Lines of communication

1. Email

Emails are the best line of communication for anything important that needs to be actioned by us, or anything you need to notify us of that needs to be recorded. For example:

Cover requests, updates on your availability, ideas/suggestions for us to implement. Our email is: info@thechromeacademy.co.nz

2. Telegram

We use Telegram for quick messages, things you would like a fast reply to, and to discuss things 1-on-1.

3. The instructor Telegram chat

The purpose of this chat is to mingle & socialise with other instructors. We want to avoid the team receiving notifications for items that are unrelated to them. Therefore this chat is not to be used for topics such as:

- Studio maintenance e.g something has broken, needs cleaning, etc (this should be messaged to Lara directly).
- Querying the location of studio items e.g. where is the mop (this should be messaged to Lara or Katie directly).
- Cover requests (please do not organise your own cover, this should be emailed to us. Unless urgent, in which case please message or call Lara).

4. Phone

Phone numbers are listed in our [Studio Procedures](#) document. Phone should be used for emergencies only. Take a moment now to program these numbers into your phone.

5. In Person

From time to time we like to organise catch-ups in person with our instructors to check in with them. There may also be times where you, or us, have something specific that is easier to discuss in person. We may schedule a Zoom call with you, or meet with you at

the studio, or at a cafe/restaurant.

Curriculum

This can be found [here](#).

Hardcopies are also available on Reception.



Kids Classes

Previous class plans can be found [here](#)



Pole, Hoop, and Hammock bibles

These can be found [here](#).

Hardcopies are also available on Reception.



Checking students in

Students are charged a fee if they cancel late out of class or are a 'no show'. In the MindBody App, please 'late cancel' any students who don't turn up to class and who haven't canceled themselves out.

Equipment maintenance

Pole studio: Check poles are tight and sign off.

Aerial studio: First instructor of the day to complete rigging checks & sign off. Visual checks every time you swap equipment.

Any issues with equipment please mark with a "DO NOT USE" sign.

Fill in the form of the issue and if urgent notify Lara.

Membership or account queries

If you have a student with questions of how to sign up to a membership, or with questions about their current account or membership, please let them know we are happy to assist if they email us at info@thechromeacademy.co.nz