APPI Corona Policy:
Our commitment to the highest level of safety.

As we all work together to find a common sense way to re-launch our APPI community, re-instate our team and open our centres fully we wanted to outline the new measures we will be putting in place to keep you all safe in our studios, clinics and workplaces.

Please see the details of our new plan below, but keep in mind this is just a start. We will learn more over the coming weeks and months and we’ll be constantly fine-tuning and updating our policies with the latest information —so you can always check back here.

We’ve always been dedicated to the cleanliness of our studios and the health and safety of our community. Now it’s time we go even further to ensure you all feel safe when in our care.

Centre updates

As we open our centres we will keep you informed via our website, e-shots and social media. Below are the new policies we have begun to implement on reopening. We are currently open for physiotherapy, Pilates 1:1 and live-streamed online classes.

1. Individual treatment and 1:1 studio allocation.

We have re designed our studios and treatment areas at Hampstead and Wimbledon to create separate working environments for our clinicians, teachers and clients. Each centre will now have 5 independent treatment/studio areas all equipped with at least 1 x reformer, mat, rehab area, plinth and other required treatment equipment. The treating clinician/teacher will arrive and work from their allocated studio space for the entire shift without the requirement to interact with any other part of the studio. This will limit interaction and spread the arrival and departure of clients.
2. Staggered session times.

Sessions will now be staggered approx. 10 minutes apart and not on the hour or half hour as previous. Furthermore, there will be a 10 minute gap between any sessions for the same practitioner. During this time the practitioner will disinfect any equipment used and wipe down the clients reformer in full. Once again this will spread out the arrival and departure of clients and avoid too many people being in the hallways, entrance or reception area.

3. No contact appointment and paying system.

We will be moving all our sessions and treatments to Mindbody as we currently do for our class. This will allow you to book and pay for your sessions without the need for reception contact.


Top-grade disinfectant & more frequent cleaning.
As we begun prior to the lockdown, staff will continue to use a recommended COVID disinfectant in all common areas before and after your sessions — with a heightened attention to all high-touch surfaces after every treatment, 1:1 session and eventually classes. A new procedure for the exact nature of this process has been drawn up. There will be hourly and daily cleaning tasks for clinicians and reception staff.

Increased weekly cleaning of the entire centre.
We’ll also be cleaning the studio from top to bottom twice as often per week.

Disinfecting high-touch surfaces.
We will also be disinfecting high touch surfaces such as doorknobs, handles, rails, light switches, sanitizing stations, lockers, bathrooms, sinks, toilets, benches, the front desk, keyboards, computers, phones, and instructor equipment. A new procedure for this process that will require all steps to be ticked and signed is in place.

Small shared equipment will be removed.
For the initial period of opening all the small equipment that is usually shared will be removed. The use of any such equipment will be limited to that which a client can bring themselves such as magic circle, resistant bands, hand weights, soft balls etc..
5. Personal Protective Equipment: Staff face masks & gloves.

Staff will be required to wear gloves and masks during their shift as determined by government regulations. After deep cleaning, they’ll wash their hands before refreshing gloves and masks as needed.

6. Hand sanitizers will be placed in the following locations.

Hampstead:
1) Entry – to the right on the wall as you enter
2) On the wall between treatment room 1 and 2.
3) On the wall to the left as you enter the rehab studio (near light switches)
4) Underneath the studio rules sign to the outside of Reformer Studio
5) Underneath studio rules sign to the outside of MW studio

Wimbledon:
1) Studio 87: Hallway as you enter from Thornton Road entrance
2) Underneath Studio rules sign for MW studio
3) On the wall to the right as enter form street level for Reformer studio
4) Underneath the studio rules sign for the second floor studio.
5) Thornton Road – On the wall to the left as you enter.
6) On the wall in current waiting area
7) A hand dispenser on top of the white cabinets in rehab studio

7. Staff health check.

Every staff member and instructor will be asked to record their temperature before arrival for their shift. When necessary, we’ll follow our elevated temperature protocol.

8. A continual staff training program on our COVID-19 policies.

To keep everyone safe and so we all know how to act if a staff member or client reports COVID-19 symptoms.
9. Reception staff hospitality and safety.

Your friendly reception staff will be here to help you as always, from a safe distance. We’ve put a protocol in place that limits staff from leaving the front desk, aside from studio cleaning. In addition, a screen has been installed at reception to protect both our staff and clients as they interact from a safe distance.

10. Arrival Protocol.

All clients on arrival will be asked to check in at reception so we can let you know when it is safe to head to your designated waiting area. To limit the number of people we ask you not to enter the centre more than 5 minutes before your session or treatment time. On arrival we ask that you use the hand sanitizers at entrance and also consider washing your hands on arrival and departure. Current recommendations indicate hand washing with hot water and soap to be superior to dispenser sanitizer so we urge everyone to follow correct hand washing protocols.

**Social distancing practices.**

Our staff will work to get clients in and out of studios, while maintaining social distancing practices. To help, floor markers will indicate a safe distance in all required areas. We ask that you avoid waiting for sessions in the centre, and consider waiting outside or in your car if you’re comfortable and weather permits it.

**Locker restrictions.**

To avoid cross contamination the lockers will not be available for the time being.

**Keep right.**

Keep to the right when entering and exiting the centre at all times.

11. Client reformer and equipment adjustments.

To allow our clinicians and teachers to maintain a 1m distance you will be instructed to alter the springs and other adjustments as needed on your allocated reformer during the 1:1 sessions. Your teacher will be on another machine and will be able to guide you through this so please don’t worry about this aspect of your sessions. This will allow us to get our sessions starting again but adhere to current guidelines.
12. Client Responsibility:

We’ve put a lot of changes in place — with details beyond what you see here. The way our new safety process will be most effective is if we all make sure to do our part in it.

We ask clients to please arrive at the centre wearing a mask until we are advised this is no longer required.

We ask clients to please bring your own mat or a towel to use during your session.

We kindly ask all clients to check their temperature before arriving for your session.

Please make sure to practice social distancing when in close, shared spaces like hallways and bathrooms. Follow the markers placed around the studio to maintain a safe distance.

If you have a cough, fever, or symptoms of COVID-19, please do not come to the studio until you’re symptom-free and fever-free for seven days.

If you have tested positive for COVID-19, or have knowingly come into close contact with someone who has, we ask that you do not come to the studio for 14 days or until you’ve tested negative for COVID-19.

If you feel unwell or have any concerns about coming in, please stay home and stay safe.

Sadly, no handshakes will be allowed between staff and clients for the time being.

And finally...

We understand that all these new measures can seem overwhelming and confusing at first. However, once your session or treatment starts you’ll find yourself in that familiar place you know and love. That sanctuary you’ve been needing now more than ever is even safer now — and we can’t wait to see you there.

Our live stream classes will continue for now and we will constantly monitor the advice and guidance of our government to ensure when we can safely return to group exercises. For now, enjoy the ability to receive the APPI quality right there in your living room.

We thank you for your understanding and support.