

## GAIA HOUSE WELLNESS AREA POLICY

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### GENERAL

The GAIA HOUSE Wellness Area Policy is designed so that users can have satisfactory use of our facilities whilst maintaining our facilities and ensuring maximum safety.

Please read this policy carefully before using our services. All users must adhere to the guidelines and procedures listed below. Please also be sure to read the Health Waiver.

### USAGE

Our Wellness Facilities are open to use by Members and female only guests. All classes, workshops and treatments must be pre-booked via our booking system.

You are required to check in to every class, workshop, or treatment at reception.

**Children under the age of 16 are not permitted to use our Wellness Area Facilities.**

### CLOTHING

Please wear comfortable and suitable attire for your class, workshop, or treatment.

### FOOD

No food is allowed in the fitness studio, changing room or massage room.

### ALCOHOL & DRUG CONSUMPTION

Alcohol and drug consumption is strictly prohibited in the GAIA House Wellness Area. Members or Guests must not be under the influence of alcohol and/or drugs whilst participating in any class, workshop and/or treatment.

## **FITNESS STUDIO**

Classes are held in the Fitness Studio either in the morning or the evening. Except for scheduled classes, workshops or private classes, the Fitness Studio will remain closed.

## **CHANGING ROOMS**

Use of our changing rooms is only for those using our wellness area facilities or Members. Members or Guests that have booked a treatment may change directly in Almasi Massage Room.

Lockers in the changing room are provided solely for Members / Guests benefit and convenience. Users are responsible for locking their locker. Any items left overnight will be removed and kept in lost and found.

## **STEAM ROOM**

Members may use the Steam Room at any time during its opening hours provided they prebook. Guests may only use the Steam Room in conjunction with a fitness class or treatment. Steam sessions are 30 minutes only.

The steam room is open from 9:00am – 8:00pm. To book the steam room please email [reservations@gaiaafricaclub.com](mailto:reservations@gaiaafricaclub.com) or book directly online on our website.

If you are feeling light headed or faint, please step out of the steam room immediately and let someone know.

## **ALMASI MASSAGE ROOM**

Please read our health waiver before using the services offered at our Almasi Massage Room. Members / Guests must also sign a health form.

Service list and pricing for our services can be gotten by request via email [reservations@gaiaafricaclub.com](mailto:reservations@gaiaafricaclub.com)

Services must be prebooked and must be paid for to confirm booking. Payment may be made via transfer or using a POS at the Club House. Members may also pay using their Club House Accounts.

## COVID 19 POLICY

Safety is important to us at GAIA AFRICA.

Our Fitness Studio, Changing Room, Showers, Steam Room, and Massage Room are routinely cleaned, especially after each class, and all equipment is sanitized after each use.

Facemasks are required to be worn in the wellness area, except when using the showers, steam room or engaged in a fitness class.

If you are feeling ill or unwell, please do not use any of the wellness area facilities.

If you have tested positive for covid please do not come to the Club House or use any of its facilities until you have received a negative PCR test.

## BOOKING

Classes, workshops and treatments must be prebooked and paid for in advance. Users will not be permitted to participate unless you they have properly booked.

Bookings can be made [online](#), by phone (**016349088**) or via email [reservations@gaiaafricaclub.com](mailto:reservations@gaiaafricaclub.com)

## PRICING / PAYMNET

Pricing for our classes, workshops or treatments (by email only) can be found on our website or by request via email [reservations@gaiaafricaclub.com](mailto:reservations@gaiaafricaclub.com)

Please note that the Club reserves the right to change prices at its own discretion.

Payment must be made before a booking is confirmed. If you have purchased a class pass this will used to 'pay' for your classes until it is exhausted, or the time limit has expired.

Members may also pay using their Club House Account.

The Club reserves the right to refuse you entry to classes, workshops or treatments if there are outstanding dues.

## CLASS PASSES

Class Passes are available in bundles of 5/10. Details for the prices of the class passes can be found on our website or by request via email [reservations@gaiaafricaclub.com](mailto:reservations@gaiaafricaclub.com)

Class Passes maybe used for any of the classes we offer.

Our class passes are valid for 6 weeks from the date of purchase and are non-transferrable and non-refundable.

## PRIVATE LESSONS & WORKSHOPS

Private lessons may be held in our Fitness Studio with our practitioners that offer private classes. To book a private class please email [reservations@gaiaafricaclub.com](mailto:reservations@gaiaafricaclub.com)

Use of personal trainers or instructors not hired by GAIA AFRICA is not permitted.

Payments for all private classes must go directly to GAIA AFRICA.

From time-to-time GAIA may offer Fitness / Health Workshops in collaboration with our practitioners or guest practitioners / speakers. Our workshops are bound by the same rules in this policy and agreements in our health waiver.

## LATE ARRIVALS

We understand delays happen, but for the safety and satisfaction of all we ask that Users arrive 10 minutes early for a class or treatment.

First time users should arrive 15 minutes early to familiarize themselves with the facilities.

If you are more than 15 minutes late to the class, you will not be allowed to enter. Any payments made or class passes used will be forfeited.

## CANCELLATIONS

You may cancel your class or reschedule your booking 24 hours before a class or treatment starts.

In the event, a class or treatment booking cannot hold, The Club will notify you by email or WhatsApp. In the case of an emergency, an unforeseen event that cannot be mitigated or insufficient class or workshop numbers the Club reserves the right to cancel any class, workshop, or treatment booking. The Club will notify Users as soon as possible and refund the full amount paid.

Failure to cancel / reschedule your class within the time frame will result in forfeiture of dues paid.

## BEHAVIOUR

GAIA AFRICA will not tolerate any verbally or physical abusive behaviour towards any staff, guest, member, practitioner, or therapist. GAIA reserves the right to remove from its premises anyone behaving untoward from its Wellness Area.

## EMERGENCIES

In case of an emergency please contact the receptionist on extension 10. In case of a fire please break the nearest fire alarm and exit the building on the first-floor fire escape. If you are feeling unwell, please let the fitness studio practitioner or spa therapist know immediately.

## GAIA HOUSE WELLNESS AREA ETIQUETTE GUIDE:

1. Arrive 10 minutes early for your class
2. Please keep all your personal belongings in the lockers provided for you in the changing rooms. Don't forget to empty your lockers when you leave
3. Please don't spend more than 15 minutes in the showers as other people may need to use them too.

4. Please do not use the steam room without booking.
5. Always notify your practitioner / therapist if you have any injuries, concerns, recently had an operation or are pregnant (even if cleared by a doctor).
6. When you finish your class, please leave your equipment where it is, unless it your own personal property. They will be wiped down and sanitized before the next class.
7. Respect personal space.
8. No photography / videography is allowed in the Changing Room Area.
9. Please put dirty or used towels in the towel bin in the Changing Room.
10. Phone calls are not allowed in the Wellness Area.
11. Please talk quietly and do not shout or make unnecessary loud noises.
12. Please do not behave in any manner that may be deemed inappropriate, aggressive, unsportsmanlike or threatening.
13. Please keep wellness area clean and tidy.
14. Please be mindful of your surroundings and other people.
15. Please report any issues to the practitioner, therapist, or receptionist.

#### ENQUIRIES OR COMPLAINTS

If you have any enquiries or complaints, please email [reservations@gaiaafricaclub.com](mailto:reservations@gaiaafricaclub.com)