

# RE:CENTRE

## CLASS STUDIO FREQUENTLY ASKED QUESTIONS

Whether it's your first or your hundredth time with us, here are some frequently asked questions and observances to better your experience at Re:Centre.

### **1. WHEN SHOULD I ARRIVE TO CLASS?**

All guests must check in at reception. Please arrive 15 minutes beforehand to allow yourself time to check in and prepare.

### **2. HOW DO I BOOK A CLASS?**

You can book into class on our website, the Re:Centre app or the MindBody app. You can also ask our team to book you in at the Reception desk or over the phone.

### **3. WHEN CAN I BOOK?**

Class bookings open a week in advance.

### **4. CAN I JUST SHOW UP?**

We recommend booking ahead of time to secure your space. However, if there is available space at the start of the class, we will accommodate drop-ins. Only card transactions will be accepted at Re:Centre.

### **5. WHAT IS YOUR CANCELLATION POLICY?**

We operate a 6hr cancellation policy, classes cancelled within 6hrs of the scheduled start time cannot be refunded or rescheduled.

## **6. WHAT IF I'M RUNNING LATE?**

Whilst we encourage you to arrive in good time for your class, we do understand that life sometimes happens and therefore allow a 5 minute grace period for latecomers. We are unable to allow anyone into class after this period out of respect to both the teacher and other students, as well as for your own safety. Please note that if class is full and you are late your spot may be given to someone on the waitlist. If you are arriving after the scheduled class start time, please enter the studio quietly to avoid disturbing other guests.

## **7. DO YOU HAVE LOCKERS?**

Yes! All shoes, bags, coats and other belongings are to be placed in the lockers in the Rest Area – you will require a new pound coin, which will be returned. Please respect the studio space by not bringing your phone into class.

If using our Workshop Space we have cubby holes behind the floating doors.

Lockers and cubby holes will be emptied at the end of each day, please take all belongings with you after use – items left in Lost Property for longer than one month will be donated to charity.

## **8. DO YOU HAVE MATS AND PROPS?**

Yes! Our premium accessories are supplied free of charge; all we ask is that you kindly wipe down your mat with the spray and cloths provided, before rolling it up and placing neatly in the prop wall along with any accessories after use.

## **9. DO YOU HAVE GUEST WI-FI?**

We ask guests to refrain from using their phones or laptops whilst here. This is a space for us to disconnect digitally and reconnect in a more authentic way – a great opportunity to go off-line and unwind! We do not have guest Wi-Fi for this reason.

## **10. WHERE CAN I UNWIND?**

Before or after class you are welcome to use our Rest Area – a chilled space for introspection and relaxation.

It's nice to be sociable with other yogis, however, please be aware and respectful of those seeking stillness. This is a shoe free zone, as is the yoga studio, for you to feel at home. Please refrain from bringing beverages and food into the Rest Area.

## **11. DO I EAT BEFORE CLASS?**

All classes are best practiced on an empty stomach – we recommend not to eat anything heavy for at least 2 hours prior. This does not apply to those who are pregnant.

Ambient temperature filtered water is provided in the Rest Area to keep you hydrated. Please bring a reusable bottle to refill. Glass is not allowed in the studio.

## **12. SHOULD I TELL MY TEACHER?**

If you have any injuries, limitations, are pregnant or have recently had surgery please mention to the teacher before class. They can offer you appropriate and safe modifications. Please note, it is advisable not to practice in your first trimester of pregnancy.

If you are unsure of the suitability of a class to your needs, the teacher can help you decide.

## **13. WHAT DO I WEAR?**

Comfortable clothing that allows you to move and stretch, you will not require shoes to practice. The studio space is a shoe free zone.

## **14. CAN I GIVE YOU FEEDBACK?**

We would love to hear your thoughts and feedback so we can keep developing Re:Centre as a hub of wellness for our community. Please chat with reception, email as at [connect@recentre.co.uk](mailto:connect@recentre.co.uk), or use one of our feedback forms.

### **15. DO YOU OFFER CONCESSIONS?**

Our classes are competitively priced and our unlimited monthly and multi-class packs offer great reductions to our single class rate, we also offer concessions to the following groups. Full-time students, those over 60 years old and NHS staff. Please bring valid ID (student, personal or employment respectively) to Reception to find out more and receive your 10% discount. This cannot be used in conjunction with any other special offers.

### **16. I'M GOING AWAY, DO YOU FREEZE ACCOUNTS?**

Lucky you, enjoy! Contracted monthly Members (3, 6 or 12 month contracts) can freeze for a minimum of one week, up to a maximum of 6 weeks in any one calendar year. Freeze requests must be sent in writing to [yoga@recentre.co.uk](mailto:yoga@recentre.co.uk) no later than 14 days in advance of requested start date. We do not freeze pay-as-you-go or class packs.

There is a £10 administration fee per freeze. Should you require an exceptional freeze, a doctor's note or proof of circumstance may be requested.