

CLUB OPERATIONS STANDARDS



MUSIC, LIGHTING & ENVIRONMENTAL CONTROL

Purpose: To ensure consistent, safe, and brand-aligned management of music, lighting, air conditioning, and environmental elements (including scent) across all UAC clubs. This SOP defines procedures for controlling these systems to maintain the desired club atmosphere, support different class types, and comply with UAC brand and community standards.

Scope:

Applies to all UAC clubs, staff, coaches, and Centre Managers responsible for music, lighting, scent, and temperature operations in gym floors, recovery zones, and reception areas.

Objectives

- Maintain UAC's premium environment experience through consistent control of lighting, music, air conditioning, and scent systems.
- Ensure appropriate music selection for different class types and demographics.
- Provide temperature comfort and energy efficiency within UAC environmental standards.
- Centralize music control under UAC Headquarters for future consistency and compliance.

Responsibilities

- Centre Manager: Oversees daily management of lighting, music, scent, and air conditioning systems.
- Coaches and Trainer: Manage class music and room environment settings in line with this SOP.
- Franchise Support Officer: Conducts periodic audits for compliance with environmental and sound standards.
- Mo (Music & LED Contact): Point of contact for technical or setup assistance.
- Scent Australia: Supplies scent systems, cartridges, and provides technical support.

MUSIC SYSTEM CONTROL

A. Platform

- All clubs must use Spotify Premium via the club iPad.
- The iPad must remain locked and secured when unattended.
- Only the Centre Manager or Head Coach may modify playlists.

B. Music Guidelines by Zone

Zone / Class Type	Music Style	Rules & Restrictions
Gym Floor	Energetic, high tempo	No explicit lyrics, maintain consistent volume.
Kids / Junior Classes	Clean, upbeat, motivational	<i>Strictly no obscene content.</i> Use locked playlists.
Wet Recovery / Sauna / Chill Zones	Relaxing, instrumental, classical	Use calm, therapeutic music only.
Basketball / Group Classes	Motivational	Avoid offensive or overly loud tracks.

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Central Control

- UAC HQ will manage and deploy standardized Spotify playlists.
- Clubs must maintain internet access for updates.
- Until rollout, local playlists must comply with this policy.

LIGHTING & LED MANAGEMENT

General Guidelines

- Lighting enhances the atmosphere and safety:
 - Reception: Bright, warm tones.
 - Gym Floor: Cool LED tones (blue/purple).
 - Recovery / Sauna: Warm or soft amber lighting.
- Conduct weekly LED checks for function and alignment.

Zone	Color Scheme
Reception	Warm White
Gym Floor	Cool Blue or Purple
Recovery / Sauna	Soft Amber or White
Basketball Court	Bright White (motion sensor optional)

SCENT & ENVIRONMENT CONTROL

Scent System – Scent Australia

System Overview

- All UAC clubs use Scent Australia diffusers for a consistent premium environment.
- Scents are designed to enhance member experience and align with UAC's wellness identity.
- Typical placement: Reception, Main Gym Floor, Recovery Zone.

Task	Action	Frequency / Responsibility
Cartridge Refill	Replace scent cartridge when empty or scent fades (average lifespan 30–45 days).	Centre Manager (Monthly)
Diffuser Cleaning	Wipe unit exterior with a dry cloth; do not use liquids or sprays.	Monthly
Power / Timer Settings	Maintain consistent fragrance output between 7AM–10PM .	Weekly Check
Supplier Coordination	Contact Scent Australia directly for cartridge orders, maintenance, or troubleshooting.	As needed
Scent Change Approval	All scent variations must be approved by UAC HQ to ensure consistency across clubs.	Before installation

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Air Conditioning

- Air conditioning must be set below 30°C at all times.
- Ideal temperature ranges:
 - Gym Floor: 23°C–25°C
 - Recovery / Sauna Area: 26°C–28°C
- Aircon units must remain ON during club hours for consistent air quality.
- Perform filter cleaning every 3 months (or as per manufacturer guidelines).

Area	Check Item	Frequency	Responsible	Compliant When
Music	Playlist aligns with policy, no explicit lyrics	Weekly	Head Coach	Approved list used
Lighting	Correct LED color & brightness	Weekly	Centre Manager	All functioning
Scent System	Scent active and uniform	Monthly	Centre Manager	Refilled & operating
Air Conditioning	Below 30°C, clean filters	Daily / Quarterly	Centre Manager	Stable temperature
Audit Report	Full environment check	Quarterly	FSO	Submitted to HQ

DOCUMENTATION

- Maintain an Environment Logbook including:
 - Temperature records
 - Scent refills
 - Lighting checks
 - Playlist changes
- File all supplier receipts and scent orders for audit purposes.

8. REVIEW

This SOP is reviewed annually or upon system or supplier updates (Spotify or Scent Australia).