



PHYSIQUE 57 POWERCYCLE

STANDARD OPERATING PROCEDURE

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Chapter 1: Everything About Spinning, Spin Classes, And Why Our Program Is Called Indoor Cycling

Indoor cycling has a rich origin story, akin to the start of barre programming. In 1987, Johnny G, a South African outdoor cyclist residing near Los Angeles, created a stationary indoor bike to safely train for races. This innovation was initially embraced by outdoor cyclists, pre-professional, and professional athletes to maintain cardio conditioning. By 1994, Johnny G had collaborated with Schwinn to co-create an indoor bike for gyms. Later, Schwinn developed its own line of indoor bikes and enlisted fitness leader Jay Blahnik to establish the Schwinn indoor cycling certification, which is now used worldwide.

In 2014, Jay Blahnik transitioned to work for Apple, contributing to the development of Apple Watches and Apple Fitness+. Johnny G, on the other hand, co-created an indoor training program for outdoor cyclists, birthing the "Spinning" program. He astutely trademarked terms like "spinning," "spin bike," and "spin class" under his former company, Mad Dogg Athletics, which owns the Spinning brand and controls its use.

Only instructors who are Spinning certified and maintain their certification through continuing education can legally call their classes "Spin". Similar to brands like Kleenex for tissues and Xerox for copiers, "Spin" has become a generic term for indoor cycling, though it is a protected trademark.

At Physique 57, we do not offer a Spinning™ program. Our indoor cycling classes are rhythm-driven, mapping the beat of the music to the pedal stroke to create a musically-driven ride. Unlike Spinning™, which views music as background noise and uses specific hand positions that can strain the lower back, our program incorporates light upper-body choreography and emphasizes the importance of music.

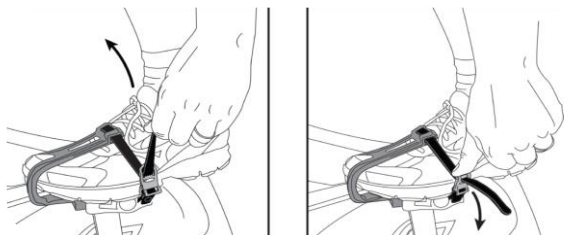
We aim to shift the vocabulary from "spin" to "indoor cycling" or "rhythm cycling." While this transition may take time, it is crucial to accurately describe our unique and fun approach to indoor cycling. By referring to our classes as "indoor cycling at Physique 57," we distinguish ourselves and ensure clarity and compliance.

Our program offers a dynamic and enjoyable experience, differentiating us from traditional Spinning™ classes.



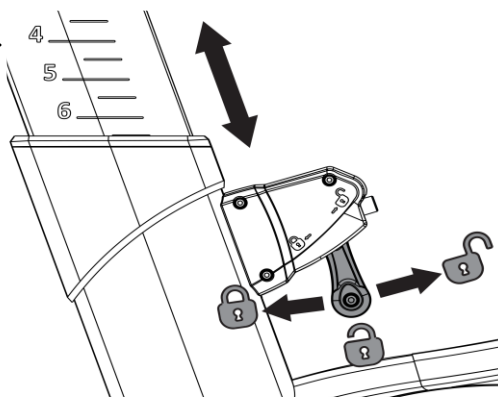


KNOW YOUR BIKE



TOE CLIP ADJUSTMENT

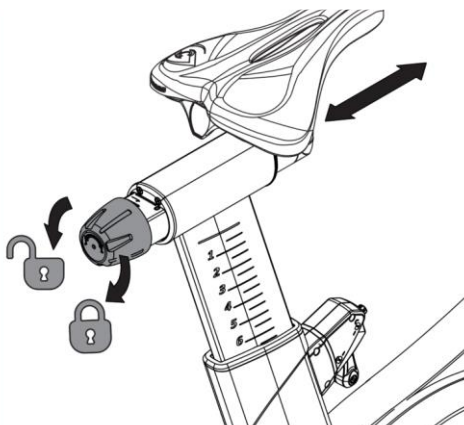
Insert pedal strap into clamp and adjust as needed by pulling upward on the strap. Press downward on the upper tab of the buckle to release the strap.



SADDLE HEIGHT ADJUSTMENT

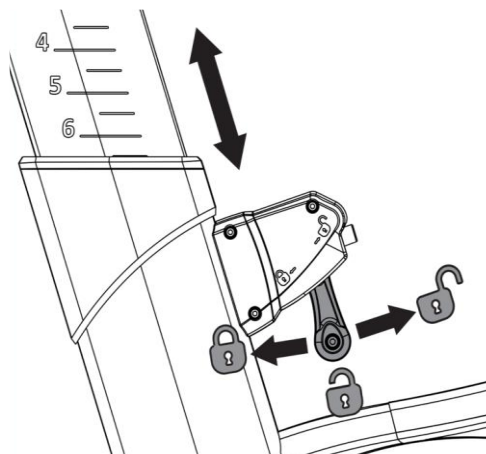
Pull the Fitloc lever outward, then lift the saddle to desired height. Release the Fitloc back into its neutral position, then lock into place by pushing the Fitloc lever inward.

If the Fitloc lever is not able to lock into place or is still loose after locking into place, see Fitloc Adjustment.



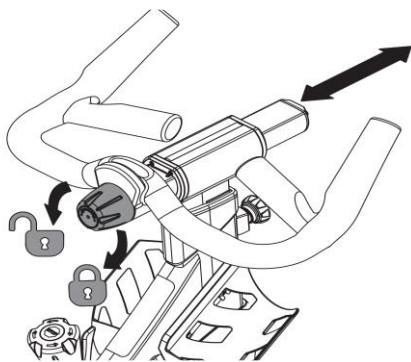
SADDLE FORE/AFT ADJUSTMENT

Loosen the adjustment knob by turning it counterclockwise. Adjust saddle to desired position and lock into place by tightening the knob.



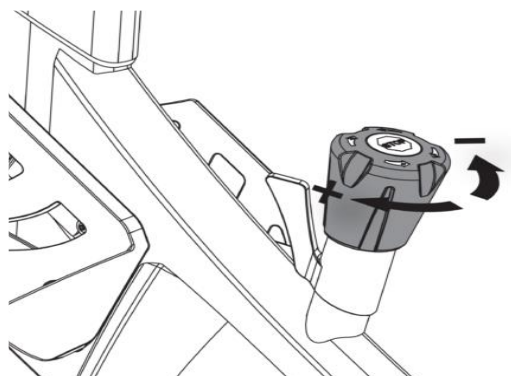
HANDLEBAR HEIGHT ADJUSTMENT

Pull the Fitloc lever outward, then lift the handlebars to desired height. Release the Fitloc back into its neutral position, then lock into place by pushing the Fitloc lever inward. If the Fitloc lever is not able to lock into place, or is still loose after locking into place, see Fitloc adjustment.



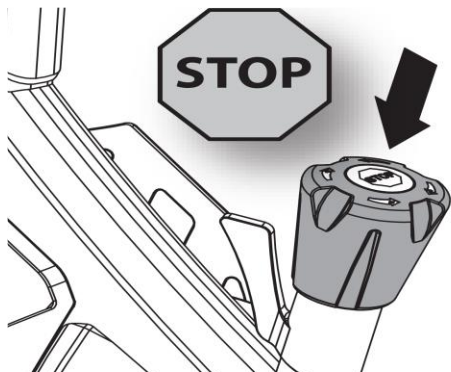
HANDLEBAR FORE/AFT ADJUSTMENT

Loosen the adjustment knob by turning it counterclockwise. Adjust handlebar to desired position and lock into place by tightening the knob.



ADJUSTING RESISTANCE & USING SPRINTSHIFT

To increase the resistance during a ride, turn the resistance knob clockwise. To decrease resistance, turn the knob counterclockwise. The SprintShift has three positions and can be used to add or take away large amounts of resistance instantaneously.



EMERGENCY BRAKE

Push straight down on the resistance knob to engage the emergency brake.

CHAPTER 2: BIKE FIT

The most critical of the three bike adjustments is the saddle height. If you or the rider are running late, you can use the "Schwinn's Quick Fit" option, which is great for quick adjustments. You may also suggest to the rider that if they have time after class, you'd be happy to spend more time fine-tuning their adjustment.

At Physique57 Cycle, we maintain a default high saddle height to ensure continuity and clean lines when the studio is not in use. This helps our staff identify which bikes need cleaning post-class and encourages new riders to ask questions about bike fit, as they won't be able to slide onto a bike without assistance.

The saddle height should be approximately the same height as the rider's pelvic bone (the top of the hip), facilitating a slight bend in the knee when the pedal is at the bottom of the stroke. You can have the rider stand to the side of the saddle, place their hand at the top of their pelvic bone, and stand with one foot on the ground and the other leg in a tabletop position. Optionally, they can bring their leg up to a ninety-degree angle while keeping their hand on their pelvic bone, and you'll align the saddle from there.

To adjust the saddle height:

- ❖ Line up the saddle with the pelvic bone.
- ❖ Note the number below the saddle before tightening the FitLoc.
- ❖ Ensure the FitLoc is tight before helping the rider clip into the bike and pedal their legs.



The rider may need to adjust the saddle up or down based on their pelvis structure and torso/leg length. Starting the bike fit from this point and then observing the pedal allows for necessary adjustments.

Avoid a situation where the rider's knee has a massive bend (appearing as though they are on a tricycle) or where their leg is too straight, causing knee lock at the bottom of the pedal stroke.

It's common for riders to have an incorrect saddle height, especially if they are used to studios where they ride at inefficient and dangerous high speeds. Lower saddle heights shorten the range of motion, making it easier to pedal fast but inefficient.

Look for a slight bend in the knee without hip wobble while pedalling. Stand behind the rider to observe their hips; if they are not rocking back and forth, the fit is good. If they are,

lower the saddle by one notch.

Remember, the rider must be comfortable with their bike fit. Some riders may prefer their previous, albeit inefficient, bike fit. In such cases, offer your best advice and let them choose their preference. Our role is to provide the best practices for a safe and enjoyable experience, not to argue with clients.

In a hospitality-focused approach, even if the best preparation for a dish is rare, a good restaurant will cook it through if requested. Similarly, while we provide optimal bike fits, we respect the rider's preference.

Once the saddle height is adjusted, ensure the rider can place their hands on the handlebars with relaxed shoulders and elbows. Our Stages SC3 bikes have drop bars, which riders are welcome to use while seated.

❖ FORE AND AFT

Once the saddle height is set, we can adjust the saddle and handlebars forward and backward. These adjustments should be slight. The rider should feel comfortable resting their hands on the handlebars in various positions without reaching or pulling through their lower back or feeling cramped. We leave the saddles in a neutral position, as most people find this setting comfortable.



❖ HANDLEBAR HEIGHT

The handlebar height is a personal preference. Generally, it should be at or above the seat level, never below. If the rider has lower back issues, adjust the handlebars to a higher setting.

Note: The method of bending your arm and placing your fingertips at the beginning of the handlebar while your elbow is bent to gauge the fore and aft adjustments is not recommended.



FREQUENTLY ASKED QUESTIONS



What makes P57's cycling different from others?

Physique57 Cycle combines meaningful resistance with the rhythm of music, creating classes that are both rhythm-based and result-oriented. Our emphasis on resistance not only makes the class challenging but also helps keep joints healthy. All our instructors undergo extensive science- and music-based training with an international master trainer and program designer. This ensures that we have fun while following scientific principles for long-term movement, rather than merely following trends.



Why should a client take this class?

Indoor cycling is an excellent low-impact cardiovascular exercise, making it an ideal cross-training option for our Barre community. Our music-and-real-riding-based principles allow clients to burn calories and track progress through measurable metrics such as kilometers ridden. Our scientifically programmed 45-minute rides help build cardiac and lung capacity safely, strengthen and tone legs, and provide an endorphin high through masterful coaching to great music.



What is the USP of this format?

Our trainers have completed a comprehensive training program that combines scientific principles and music to create engaging and effective rides. We curate the best music from beyond the nightclub scene to enhance the experience, while adhering to the fundamental principles of outdoor cycling, such as maintaining appropriate speed limits and movements on an indoor bike, ensuring safety and sustainability for all riders.

Our state-of-the-art indoor bikes are equipped with power meters that measure the effort exerted with each pedal stroke. Riders have the option to save these metrics to track their personal progress. The bikes display key data, including wattage (power), distance covered in kilometers, and RPM (pedal speed), which are essential for an authentic rhythm-resistance ride.

Our classes are designed to accommodate all fitness levels, allowing for a personalized experience within a group setting. The resistance dial and RPM ranges play a crucial role in tailoring the class to each rider's individual needs.



What are our main talking points in terms of science?

Indoor cycling, as practiced by the Physique57, places significant emphasis on perfect form, guaranteeing that our riders have a safe and injury-free experience for many years. While rhythm is central to our classes and we take great pleasure in riding to the beat of the music, we specifically choose beats that are optimal for performance based on scientific principles. This selection is grounded in the science of how a rider pedals to achieve maximum power, measured in watts.

This approach means we ride to beats that are not only beneficial to human performance but also low-impact on our knees and backs. By focusing on these optimal beats, we ensure that the physical demands of the ride are sustainable and safe for all participants. Additionally, we emphasize meaningful resistance, allowing our riders to combine the power of the music with the physical effort required, resulting in a truly powerful workout.

Our state-of-the-art indoor bikes are equipped with power meters that record the effort exerted in every pedal stroke. This data is displayed in watts, a metric that represents the combination of resistance and the beat of the music. This feature enables riders of all abilities to tangibly feel the impact of their efforts and see their progress on the metrics monitor. By tracking watts, riders can monitor their performance throughout each ride and over the course of many classes, witnessing their continuous improvement as they train with us.

Our classes are curated to meet you wherever you are in your fitness journey. The resistance dial and RPM ranges play a significant role in making each class personalized, even within a group setting. This ensures that every rider, regardless of their fitness level, can benefit from the workout, feel their power increase, and see measurable progress over time.



What can a client expect in a typical P57 indoor cycling class?

Clients can expect the best music and beats found outside a nightclub, combined with science-based training for lifelong, pain-free movement. Our classes offer fun cardio sessions led by well-trained trainers who bring their personal flair to the experience.



What should I wear to a cycle class, and are special cycling shoes necessary?

We recommend a sports bra plus a comfortable & breathable tank top or t-shirt along with leggings/capri pants for the ladies and a tank top or t-shirt along with shorts for men. Some female riders prefer to ride in workout shorts & others find workout shorts uncomfortable as we ride both seated and standing off the bike's seat. Should you ride an outdoor bike and wear a cycling kit which is comfortable for you, also welcomed but of course, not required. Our bikes are fitted with SPD cleats, and we lend cycling shoes with cleats for the most efficient class experience possible. Should you prefer to ride in your own sneakers, we recommend a hard-sole.



What essentials should I bring to a cycle class, and are there any pre-class preparations?

Clients can expect the best music and beats found outside a nightclub, combined with science-based training for lifelong, pain-free movement. Our classes offer fun cardio sessions led by well-trained trainers who bring their personal flair to the experience.



How frequently should I attend cycle classes to achieve significant fitness results?

For cross-training with Barre classes or adding meaningful cardio to your routine, we recommend two cycling classes per week. For significant fitness results or specific health goals, aim for three rides per week, performing to the best of your ability.



How do I monitor and track my progress during cycle classes, and what metrics should I focus on?

We measure watts and kilometers ridden on our state-of-the-art Stages SC3 bikes, making us the first studio in India to use them. Watts, a function of leg speed and resistance, are coached in class, helping track progress. Riders can also use wearables, but our wattage monitor provides more accurate metrics based on sheer pedaling force.



How can I modify cycle workouts if I have injuries or specific fitness concerns?

Absolutely! Our instructors always screen for injuries or limitations prior to the class beginning, which is another key reason to be on time or early to class, so as not to be rushed. Please feel free to privately speak with your instructor, microphone off, with any concerns. Your bike fit may be altered slightly if you're pregnant (and continue to adjust throughout pregnancy & post-natal) or if you have any low back concerns. Our cycling classes were created with exercise science and proper form in mind. They are open-level and are designed to both meet you where you are in your fitness journey, encourage you to your next level as well as track your progress, tangibly, so we may all celebrate your successes together.



Are there different types of cycle classes available, and how do I choose the right one for my fitness goals?

We offer a 30 or a 45 minute cycling class. All classes are based in exercise science and proper training principles and designed for you to have fun, achieve tangible results, and to be met at your current fitness level and positively coached to become stronger and more fit.



How do Physique 57 cycle classes incorporate upper body and core exercises compared to barre classes?

We do not incorporate either exercises in our cycling classes. Proper cycling is highly-effective (and addictive!) cardio and when pedalling hard with generous resistance, will strengthen the lower body. Our barre classes incorporate meaningful upper body exercises. To properly lift weights or to work our core or upper body, we must be able to stand on solid ground and/or be working out from the floor or with the assistance of a ballet barre. None of these things happen whilst clipped-onto a bike which does not move, and thus, since we follow exercise science principles, they have not been included in programming.



What can a client expect in a typical P57 Indoor cycling class?

The best music & beats you'll find outside of a nightclub. Science-based training as we want you to move & move well for your entire life, pain-free (sustainable and effective). Fun cardio. Well-trained & prepared trainers who bring their own personal flair to the experience.



Are cycle classes suitable for beginners, or should I have prior cycling experience?

Rides are absolutely suitable for beginners to advanced riders, alike. Our instructors coach guidelines of intensity and your pedal stroke speed throughout the ride, but the accountability to ride hard or ride easy is always on the individual. Beginners are warmly welcomed and everyone is offered modifications as needed so that our rides are challenging enough without feeling impossible!



Can cycle classes improve mental health and help manage stress levels?

The phrase "you are one workout away from a better mood" absolutely applies to our indoor cycling classes! A good sweat to great music, syncing your legs to the beat of the music, and meaningfully challenging your heart along with your body...In a dark room...is a mental health boosting, stress-busting 30 or 45 minutes.



What kind of music is played during cycle classes, and how does it enhance the overall workout experience?

Expect music spanning all genres & eras; brilliant beats & remixes, pop, rock, Bollywood, world music, rap, hip hop & everything in between. Our playlists are carefully chosen by each individual instructor. Recent studies have shown that listening to music during exercise has been shown to increase motivation, effort and outcomes. We love to ride to the beat of the music and offer a rhythm & resistance-based classes.



Why should a client take this class?

Indoor cycling is an excellent low-impact equipment based cardiovascular exercise making it an ideal cross-training option for our community with Barre. Our music-and-real-riding based principles offer an opportunity to not only burn calories but also to track how many kilometres were ridden which is a measurable way to track progress. Through our mindfully (and scientifically) programmed 45 minute rides riders can expect to build their cardiac and lung capacity safely, build strong and toned legs and achieve an endorphin high as a result of masterful coaching to great music.



How can cycle classes complement my existing barre workout routine?

We need cardio conditioning throughout all of life's phases. By incorporating pure cardio & long-and-lean-leg-focused indoor cycling classes into a weekly routine of our barre classes, which target each major muscle groups and include strength training, Physique57 India offers our client well-rounded movement for life.



How can I modify cycle workouts if I have injuries or specific fitness concerns?

Absolutely! Our instructors always screen for injuries or limitations prior to the class beginning, which is another key reason to be on time or early to class, so as not to be rushed. Please feel free to privately speak with your instructor, microphone off, with any concerns. Your bike fit may be altered slightly if you're pregnant (and continue to adjust throughout pregnancy & post-natal) or if you have any low back concerns. Our cycling classes were created with exercise science and proper form in mind. They are open-level and are designed to both meet you where you are in your fitness journey, encourage you to your next level as well as track your progress, tangibly, so we may all celebrate your successes together.



Are cycle classes effective for muscle building, or are they primarily focused on cardio?

Our science-backed cycling classes are both cardio conditioning, utilising work (riding hard) to rest (riding easier) ratios for a healthy heart. While executed quite differently, you may expect to build lean muscle in your legs and glutes in both our barre studios and in our cycling studio.



How does the instructor guide the class, and what kind of support can I expect throughout the session?

As it is not the instructors' cardio workout but yours, expect strong coaching from the instructor while they ride on the bike podium as well as from the floor with the class. You'll receive encouragement, modifications & time to push you harder than you think you can push...but always with the support of adjusting your personal intensity down a notch, as needed, without an issue.



How can I prevent and manage soreness or fatigue following a cycle class?

We recommend continuing to stretch while in-studio or at home following the session. It is a good idea to hydrate very well before and after riding, when sweating as much as we sweat in an indoor cycling class.



Are we able to say - 'no two classes are the same'? Given that trainers are largely following templates?

Of course. Music will always be different. Words used to coach the movement will always be different. Each template has several options for variations so that the ride experience will time-out slightly differently depending on the intervals coached & music used.

The word "templates" is internal language ONLY & for now, the communication is around interval & music-based cycling classes; either 45 or 30 minutes in length.



If clients ask whether this workout engages the core, is my team saying no?

They can say yes without lying:) Every workout we do at Physique57 engages the core, including cycle, to an extent. We engage the core when transitioning from standing to sitting in a chair at a table at a restaurant. When a rider transitions from seated to standing on the bike, their core is engaged. When they are riding out of the saddle, their core is engaged.

What we want to avoid is the improper language that indoor cycling is a full-body workout....it is not....and avoid mentioning it is core-focused...because it is not.

It would be like saying that Pilates mat is cardio-focused...it is not...but there's some cardio there, of course.

Barre the way you do it is full-body conditioning as a focus + some cardio, as well. Cardio exercise can aid in one's Resting Metabolic Rate temporarily + EPOC. Along with strength & weight training efforts in the barre studio, building muscle mass in a barre class will yield an overall higher calorie burn at both rest & work.



If a client wants to cycle 5 days a week - what are the reasons I can use to convince him not to? Or is it irrelevant?

(As per American heart association) It is recommended to at least perform 150 min of mod intensity aerobic activity per week or 75 min of high intensity aerobic activity per week. Bearing these guidelines in mind, we suggest one-two cycle classes a week if you are just starting out and 3-4 depending on your goals with PowerCycle at Physique57 India (refer to the template program design). We want to allow enough time between classes for the body to recover to see and feel better results and for longevity.



When can I expect to see results if I do 2 cycle classes per week and what would those results look like, roughly? (For reference, at physique, we say inch loss, muscle endurance, better posture)

- Enhanced Cardiovascular Fitness And Endurance (Lower Risk Of Metabolic And Other Lifestyle Diseases)
- Endorphins
- Stronger And Leaner Legs
- Overall Leaner Body (Hence Better Body Composition).

(All Of The Above Provided They Are Also Taking Other Classes With Us Or Strength Training Otherwise)



I heard that Spinning™ bulks your legs, is that true?

That is not true. If it were true, indoor cycling classes would not have the same worldwide appeal! Our powerCycle classes focus on challenging your heart through interval training, anchoring your legs to the beat of the music & building strong lean muscle in the legs by riding with resistance. Our clients often report being more hungry after burning as many calories as we typically do in a cycling class, so you may certainly want to mention you're starting to implement more cardio exercise & your nutritionist or health coach may recommend additional snacks to meet your own unique nutritional needs.



What is the exact exercise science behind Physique 57's Indoor cycle method?

We use the principles of "optimal cadence" meaning, riding the bike at speeds where the body performs best & most efficiently. We then use resistance plus the proper speeds to offer a low-impact, high result group class experience.

Proper leg speeds + resistance = means more power produced (shown on each bike as "watts") which means more calories burned, more energy used. The harder you work in class, the bigger the results. Cycle is cardio conditioning. When riding with resistance & science-backed leg speeds, riders will build strong glutes & quads.

The Mayo Clinic states: "Regular exercise makes the heart stronger. A stronger heart can pump more blood with less effort. As a result, the force on the arteries decreases. This lowers blood pressure."



Operations

- ❖ **Liability Waiver:** All new clients are required to complete the 'liability waiver' before attending their first indoor cycling class.
- ❖ **Arrival Time:** New clients who have attended fewer than 10 cycle classes must arrive at the studio at least 15 minutes before the scheduled start time of the class.
- ❖ **Bike Fit:** New clients with fewer than 10 cycle classes will be admitted to the Cycle Studio 10 minutes before the scheduled start time to ensure accurate bike fitting.
- ❖ **Assistance During Bike Fit:** During these 10 minutes, Customer Service Team (CST) members should assist the trainer with bike fittings if there is more than one CST on shift and multiple classes are not being checked in simultaneously.
- ❖ **Punctuality:** Any new client who arrives at the studio less than 5 minutes before the scheduled start time of the class will not be admitted.
- ❖ **Experienced Clients:** Clients who have attended more than 10 cycle classes are permitted to enter the Cycle Studio up to 5 minutes after the scheduled start time.
- ❖ **Class Alternatives:** Clients who arrive outside the admission window may be moved to an alternate or parallel class within 24 hours of the original class start time.

New Clients Welcome Message

Please send the following message to inform new clients of all class-related Standard Operating Procedures (SOPs):

Hi there,

It was lovely speaking with you. As I briefly mentioned, please make the payment for your class via the link below (Payment link) to confirm your spot.

You will receive a confirmation on your registered email ID. Please note the following points for your first powerCycle class with Physique 57:

Kindly send me your EUR shoe size in advance of your class.

You will need to be at the Studio at least 15 minutes before your scheduled class start time.

Entry to your class will close 5 minutes before the scheduled class start time.

Please ensure you bring a bottle of water and a pair of socks.

See you soon!

{CST Name}

General + Client Check-ins

1. **No Free Trials:** We do not offer free trials for Physique 57 Cycle classes as Indoor Cycling is a well-known format and does not require conceptual introduction.
2. **Newcomers Package:** Instead of a free trial, clients can purchase the 'Newcomers 2 for 1' package, offering 2 classes for the price of 1. This is a one-time purchase for newcomers only.
3. **Class Purchase Requirement:** Clients must purchase the class to be added to it.
4. **No Pay Later Bookings:** We do not accept 'Pay Later' bookings due to limited spots in the room.
5. **Booking Process on Momenca:** After adding the client to the class on Momenca, you will see a pop-up box where you will need to book the client onto a bike. Once a bike is assigned, the bike number will appear as a tag on the Class check-in page, allowing the instructor to see which clients are in the room.

Cycling Shoes Standard Operating Procedure

Physique 57 powerCycle offers clients the option to either wear their own sneakers or use specialty Indoor Cycling shoes provided by us for the duration of the class. This rental cost is included in their membership/package. The process for clients wishing to use Physique 57 shoes is as follows:

- ❖ **Shoe Size Collection:** When signing the waiver, all clients must provide their EU shoe size.
- ❖ **Tagging Shoe Size:** When the client signs up for a class, CST will see a tag on their account with their shoe size.
- ❖ **Pre-Class Shoe Size Check:** CST must check all client shoe sizes in advance of every Cycle class.
- ❖ **Reconfirming Shoe Size:** Upon arrival, the client's EU shoe size will be double-checked/reconfirmed.
- ❖ **Shoe Distribution:** Provide the client with a set of shoes one size larger than their stated size.
- ❖ **Shoe Usage:** Clients can put on their shoes at the bench next to the shoe closet and walk directly into the Cycle Room.
- ❖ **Class Notes:** Record all client names and the shoe sizes handed over in the 'Class Notes' section.
- ❖ **Post-Class Shoe Return:** Used shoes must be returned to the front desk and cross-checked against the 'Class Notes' to ensure all shoes are returned.



Class Scheduling on Momence

All Cycle classes will be scheduled under 'Studio 2' on Momence, within the same dashboard as Kwalify House and Supreme Headquarters under 'powerCycle' and 'powerCycle 30' Class Templates.

Cancellation Policy

❖ **Studio Classes:** Cancellations must be informed via email, WhatsApp, or directly on the app at least 12 hours before the scheduled start time of the reserved class.

❖ **Privates and Workshops:**

Reservations can be cancelled online or by telephone with no charge up to 24 hours before the beginning of the class.

❖ **Waitlisted Clients:** Clients added to a class from a waitlist must confirm their reservation 3 hours prior to the start of the class. For classes starting at 11 am or earlier, confirmation must be done by 6 pm the day before.

❖ **Class Package Deduction:** If a reservation is not cancelled in accordance with the cancellation

policy, the class will be deducted from the client's class package.

❖ **Class Credit:** If a reservation is cancelled early (before 12 hours of the scheduled class start time), the class is credited to the client's Physique 57 account for future reservations.

❖ **Non-Refundable Items:** Single classes, class packages, unlimited packages, special promotions, workshops, and memberships are non-refundable. Unlimited packages and class packages cannot be shared amongst clients. If a reservation is not cancelled in accordance with the cancellation policy, the client will be charged for that class or workshop.



Late Policy

- ❖ **Arrival Time for New Clients:** New clients who have attended fewer than 10 Cycle classes must arrive at the studio at least 15 minutes before the scheduled start time of their class.
- ❖ **Bike Fitting for New Clients:** These clients will be admitted to the Cycle Studio 10 minutes before the scheduled start time to ensure their bike fitting is completed accurately.
- ❖ **Admittance Policy for New Clients:** Any new client who arrives at the studio less than 5 minutes before the scheduled start time will not be admitted into the room.
- ❖ **Admittance Policy for Experienced Clients:** Clients who have attended more than 10 Cycle classes are permitted to enter the Cycle Studio until 5 minutes past the scheduled start time.
- ❖ **Alternate Class Options:** Clients who arrive outside the admission window can be rescheduled to an alternate or parallel class within 24 hours of the original class start time.