

THE SOULCYCLE STANDARD

For Studio Teams

Purpose: The SoulCycle Standard is our commitment both internally and externally to provide the safest experience in-studio for both our employees and our rider community. Please find an outline of the process updates below!

OUR HEIGHTENED DEEP-CLEANING PROCESS.

- **Top-grade disinfectant, with electrostatic distribution & more frequent cleaning.** Staff will use a disinfectant proven to kill viruses like COVID-19 in all common areas before and after check-ins—with a heightened attention to bikes, weights, and all high-touch surfaces after every class. We'll also be cleaning the studio from top to bottom twice as often per week.
- **Disinfecting high-touch surfaces.** After every class, we'll disinfect doorknobs, handles, rails, light switches, sanitizing stations, lockers, bathrooms, sinks, toilets, benches, locker keys, the front desk, keyboards, computers, phones, and instructor equipment.
- **All bikes disinfected.** After every class, every bike in the studio will be thoroughly disinfected—even if not in use.
- **All weights disinfected.** After every class, all weights on bikes will be thoroughly disinfected—even if not in use.
- **Shoes disinfected & rotated.** Shoes will be rotated so that they're never worn two classes in a row. We'll only rent them out once they're entirely disinfected and dry.
- **Staff face masks & gloves.** Staff will be required to wear gloves during their shift, and strongly encouraged to wear masks. After deep cleaning, they'll wash their hands before refreshing gloves and masks as needed.

BEFORE YOU RIDE.

- **Staff health check.** Every staff member and instructor will have their temperature checked before their shift. When necessary, we'll follow our elevated temperature protocol.
- **Rider health check.** Where mandated by local or state governments, we'll check the temperature of riders as they enter the studio.
- **Health Declarations.** Before coming into the studio, you must sign a Health Declaration stating that you agree to the health and safety parameters put in place by our governments. You'll be able to do this in your app before checking in. If booking multiple bikes, every rider must sign a Health Declaration. To make this process easier, we encourage all riders to book their bike with their own account.
- **High-touch amenities.** To limit hand-to-hand contact, we're removing gum, razors, q-tips, and complimentary phone charging. Hair ties and individually-wrapped ear plugs will be behind the desk, available upon request.
- **Staff hospitality and safety.** Your studio staff is here to help, from a safe distance. We've put a protocol in place that limits staff from leaving the front desk, aside from studio cleaning. When absolutely necessary, staff will (safely) assist riders with bikes or lockers.
- **Cancel bikes by the deadline.** To allow as many riders as possible to get a bike, we'll be strictly enforcing our cancellation policy—please remember to cancel by 5pm the night before class.
- **Touchless hand sanitizer.** Motion-activated stations will dispense sanitizer with a higher alcohol concentration. We'll have one station at the lobby entrance, and one by the studio door. In the meantime, we'll have hand sanitizer available in the studio as usual.

CHECKING IN.

- **Hands-free check in.** Let staff at the front desk know when you arrive, and they'll check in for you. Plan to arrive at least 4 minutes before class begins as usual. At this time, we won't allow entry beyond the start of class.
- **Social distancing practices.** Our staff will work to get riders in and out of studios, while maintaining social distancing practices. To help, floor markers will indicate a safe distance in the lobby, locker rooms, and bathrooms. We ask that you avoid waiting for class in these high-traffic areas, and consider waiting outside or in your car if you're comfortable and weather permits it.
- **Locker rotations.** Please only use lockers that are marked available so they're never used two classes in a row. After every class, used lockers will be disinfected.
- **Lock up personal items.** We highly suggest bringing only the necessities.
- **Emergency water fountain use only.** We strongly urge you to bring your own water or purchase from the studio.

CLIPPING IN.

- **Keep right.** Keep to the right when entering and exiting the studio.
- **Sanitizing wipes.** We will continue to provide sanitizing wipes at the entrance to our studios for you to use.
- **Bikes booked at a safe distance.** You'll see many bikes in the room, but most will be empty to maintain social distancing practices. To keep yourself and other riders safe, please use your assigned bike only.
- **Self bike setup.** [Learn how to set your bike up here](#) to avoid contact with staff. If you still need assistance, staff will demonstrate setup on the podium bike.
- **Late entries.** Once the studio door closes and class starts, we won't be able to let riders in.
- **In-room birthday celebrations.** To uphold social distancing practices, we won't be celebrating birthdays during class. Don't worry: We have other plans in store to celebrate your big day.

AFTER YOU RIDE.

- **Shower access.** Showers will be unavailable until further notice.
- **Unlocking lockers.** If you forget your combination, please wait until there are no other riders at the front desk to have your locker unlocked by staff.
- **The studio shop.** Our retail collection will still be available, but we ask that you avoid touching items as much as possible. If you'd like to make a purchase, please stand on the floor marker when waiting in line.
- **Retail returns.** We won't be allowing riders to try items on before buying, but will still accept returns. If a rider does return an item, we won't put it back on the floor until deemed safe by apparel industry standards.

Rider Responsibility: Keeping each other safe.

- 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. (Good thing Soul people are the best people.)
- Aside from respecting the safety guidelines put in place by our governments, we ask that any rider coming to a studio walks in with the approach our Soul Fam takes for most things: Go above and beyond for each other.
 - **Please make sure to practice social distancing** when in close, shared spaces like locker rooms 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 three 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 to ride, please stay home and stay safe.** We'll happily add the class back to your account, and welcome you back on a bike when you're healthy and feel comfortable coming back to ride.
- We're encouraging riders and staff to **limit person-to-person contact, including hugs & high fives.** Community and love is in our DNA—but right now, this is the best way to take care of our Soul Fam.
- It might be a bit overwhelming at first. But trust us: As soon as that first song starts playing, 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.

Moving forward, we're continuing to monitor the situation.

- While we're taking every precaution to keep our community safe (and encourage you to do the same), we're acutely aware of and highly prepared for the possibility of a second wave.
- **In the event that there is a reported case of COVID-19 in your studio and you were potentially in contact with the individual, you'll be notified immediately.** From there, we'll take the proper safety precautions to disinfect the studio from top to bottom.
- With no way to predict what will happen, the best way we can prepare is to respond and evolve as the situation develops—with nothing but your safety in mind.

Whether you plan to join us in the studio, or feel more comfortable staying home, we're here for you. If you have questions or concerns, let's talk it out at yoursoulmatters@soul-cycle.com.