STUDIO POLICIES

Just Move is more than a place to work out. We want it to be a space where women feel comfortable, welcomed, respected and supported.
To help us protect that environment, we ask all members and guests to follow a few simple expectations while using the studio.

STUDIO CONDUCT

Kindness matters here.
Members and guests are expected to treat instructors, staff and one another with respect. Harassment, bullying, threatening behaviour, discrimination, inappropriate comments or behaviour that makes another person feel unsafe or uncomfortable will not be tolerated.
We also ask that members be mindful of the class environment by:

- Following reasonable direction from instructors and staff.
- Respecting other members' personal space and experience.
- Keeping conversations and phone use from disrupting class.
- Avoiding photos or videos of other members without their permission.
- Helping us maintain the supportive, welcoming atmosphere we work hard to create.

PERSONAL BELONGINGS

Please keep track of anything you bring into the studio.
Just Move is not responsible for lost, stolen, misplaced or damaged personal belongings, including items left in the studio, washrooms, change areas or other shared spaces.
If you do lose something, please reach out—we are always happy to check our lost and found and help where we can.

EQUIPMENT + FACILITY USE

Our equipment and studio space is here for everyone to enjoy, so please help us take care of them.
Members are expected to:

- Use equipment only for its intended purpose and according to instructor or staff direction.
- Ask for help if they are unsure how to safely use a piece of equipment.
- Return equipment to its proper place after use.
- Wipe down equipment when requested.
- Report damaged or unsafe equipment to an instructor or staff member.
- Respect studio space, furnishings, and washroom.

DAMAGE TO THE STUDIO OR EQUIPMENT

We understand that normal wear and tear happens.
However, members may be held responsible for damage caused by intentional misuse, reckless behaviour or failure to follow reasonable studio instructions.
Please let us know right away if something breaks or becomes damaged. We'd much rather know so we can keep everyone safe.

MEMBERSHIP SUSPENSION OR TERMINATION

Our first goal will always be to communicate and work through concerns whenever possible. However, Just Move reserves the right to suspend or terminate a membership or studio access when necessary to protect our members, instructors, staff, facility or community.

This may include, but is not limited to:

- Repeated or serious violations of studio policies.
- Harassment, bullying, discrimination or threatening behaviour.
- Behaviour that creates an unsafe or significantly disruptive environment.
- Intentional or reckless damage to studio property or equipment.
- Repeated misuse of studio equipment or facilities.
- Unpaid balances or repeated payment issues.
- Misuse of memberships, class passes or the booking system.
- Refusal to follow reasonable safety instructions from staff or instructors.

Depending on the situation, Just Move may provide a warning or opportunity to correct the issue before membership access is suspended or terminated. Serious situations may result in immediate action.

Any outstanding balances or fees remain the responsibility of the member following termination.

OUR GOAL

These policies aren't here to make the studio feel strict—they're here to help protect the space we're building together.

Be kind. Respect the space. Take care of the equipment. Look out for one another.

That's really it.