

CONTRACTOR POLICIES & PROCEDURES

“Contractor” agrees to the following guidelines, responsibilities, and procedures when providing services for Studio Flava, LLC (**“SF”**).

- A. All services **must** start and end promptly as reflected on the posted schedule in WellnessLiving and **“Contractor”** agrees to enforce this by:
 1. Arriving no less than 20 minutes prior to the start time of scheduled services to check in students and prepare for class;
 2. Being present in the classroom at the start time of service as advertised;
 3. Delivering announcements that last no more than 1 minute after scheduled start time;
 4. Starting the closing of services, cool-down, review, etc. no less than 5 minutes prior to scheduled end time; and
 5. Dismissing class participants immediately upon completion of services, minimizing conversations, pictures, or other disruptions, and ensuring they exit classroom promptly (through appropriate EXIT doors).
- B. The safety of participants, the venue, and its equipment **must** be upheld at all times and **“Contractor”** agrees to comply with the following while providing services:
 1. Remain in the classroom at all times while providing services;
 2. Monitor participants for any and all safety risks;
 3. Forbid the chewing of gum by anyone performing physical activity;
 4. Follow all health risk guidelines distributed by SF;
 5. Stop anyone from altering any equipment settings;
 6. Place all wall switches in the “off” position upon closing; and
 7. Ensure NO ONE adjusts, removes, relocates, or in any other way lays a hand on any SF property or equipment.
- C. All customers **must** experience a positive, welcoming, fun, stress-free environment at all times and **“Contractor”** agrees to preserve this by:
 1. Maintaining a high level of customer service at all times;
 2. Speaking politely AND inclusively to ALL members;
 3. Announcing to ALL participants any upcoming SF events, updates, promotions, sales, etc. at the start of each service;
 4. Refraining from negative speech with, or in front of, customers or other contractors on, or off, the premises;
 - i. Slander or other negative speech of other contractors and/or its clients and affiliates is NOT tolerated;
 - ii. Personal grievances, conflicts, problems, concerns, or studio discrepancies are not to be discussed anywhere on the premises, or with anyone other than **“SF”**; and
 - iii. Personal events, meet ups, or other topics that are not inclusive of ALL participants will not be discussed on the premises.
- D. The venue **must** remain in proper working order at all times and **“Contractor”** agrees to accept responsibility for this standard by:

1. Returning all equipment used while providing services to their **EXACT** and proper location when complete; and
 2. Maintaining a clean environment by removing any “gear adrift” throughout the venue after each use.
- E. All customers **must** pay for services prior to use and **“Contractor”** agrees to enforce this by:
1. Utilizing the WellnessLiving software to check in every student upon arrival;
 2. Obtaining approval from SF Management prior to providing any complimentary services so that proper guest passes can be added to client profile (notwithstanding new prospects and the occasional friends, family, or other out of town guests that are pre-authorized); and
 3. Obtaining approval from SF Management for service bartering or complimentary services for individuals with special circumstances so that that the proper package or membership can be added to client profile.
- F. All SF services **must** be provided by a contractor with a signed **“SF Independent Contractor Agreement”** and **“Contractor”** agrees to comply with the following:
1. Only subcontracting coverage for services as outlined in the **“Subcontractor Use Policy”**;
 2. Forbidding others to lead any class instruction or services;
 3. Occasionally utilizing **students** to demonstrate or provide motivation next to **“Contractor”** is acceptable; and
 4. Remaining present and in full control of services at all times.
- G. All Contractor communication to **“SF”** **must** be confirmed in writing and **“Contractor”** agrees to the following guidelines;
1. Written communications regarding any contract related concerns should be sent via email to info@flavafitnessstudio.com;
 2. Requests for cancellations, utilizing third party subcontractors and/or schedule changes should be submitted online at www.flavafitnessstudio.com/contractorforms;
 3. All urgent or time sensitive communication should be initiated by repeated telephone attempts to **“SF”** until call is answered and followed up with online form; and
 4. All other inconsequential discussions can be communicated via text, direct message, etc.

“Contractor” agrees to enforce the following “Studio Policies” when present in the venue.

- A. No unauthorized items should be placed in, on, or about the venue at any time.
1. At NO time shall anything be hung on, or attached to, any doors or walls;
 2. Displaying non-**“SF”** marketing, or other materials, is strictly prohibited;
 3. Personal items are not to be stored in window ledges, cabinets, fridge or other non-assigned areas; and
 4. Areas are provided for the storage of personal belongings.

- B. Consumption and/or disposal of outside food and drinks is NOT permitted in the venue unless authorized by **"SF"** management.
 - 1. Reasonable and required exceptions are made for events and private rentals;
 - 2. Gum and candy is prohibited in the studio at all times; and
 - 3. The use of personal closed container **water** bottles is authorized.
- C. Glass containers or bottles are not permitted on the "dancefloor", with the exception of pre-authorized dishware/drinkware on tables, to be used while seated.
- D. Children are **only** permitted in the venue as follows:
 - 1. In the classroom only as active participants when they are able to follow class instruction, not be disruptive, not walking/running through the class, and are reflected in the WellnessLiving Attendance Report;
 - 2. As participants only if the age limits required by the brand or service permit;
 - 3. Supervised at ALL times while in OR on the premises; and
 - 4. When able to follow the same studio policies as every other patron.

"Contractor" agrees to enforce the following "Health Risk Guidelines" when providing services in the venue during times of potential epidemics and high flu seasons.

- A. A touchless entry and exit system with minimal congregations is to be followed.
 - 1. Entrance and exit doors shall **remain open** during all times of operation;
 - 2. ALL persons shall enter the building from the main entrance and exit from the classroom exit door (both already open);
 - 3. Participants are **not** to enter the venue more than 10 minutes prior to the start time of service, and **not** until instructed by an SF representative; and
 - 4. No more than 10 people shall be permitted in the lobby at a time.
- B. All persons shall refrain from physical contact (hand shaking, hugging, kissing), remain socially distanced, and wear face masks within the venue at all times.
 - 1. Masks may be removed **only** when physically active **AND** socially distanced; and
 - 2. The lobby area shall be used solely as a pass-through area.
- C. In-person cash and/or credit card transactions for the purchase of **"SF"** services shall be discontinued.
 - 1. All purchases **must** be made online prior to arrival;
 - 2. All patrons needing to provide payment, must utilize their own personal mobile devices; and
 - 3. All patrons **must** check in for services by providing their name prior to entering the classroom.
- D. A "sanitation station" **WILL REMAIN** in place at the entrance of venue at all times.
 - 1. All persons are asked to wash their hands upon arrival.

- E. All persons are expected to prevent the spread of contagious viruses by:
 1. **NOT** entering the venue if experiencing any cold or flu like symptoms for 14 days and have a negative test for contagious viruses;
 2. **NOT** visiting the venue if living or working directly with infected patients or high-risk individuals;
 3. **NOT** visiting the venue for 14 days after exposure or improvement of symptoms, and have a negative viral test for contagious viruses; and
 4. Restricting visitation to venue for 14 days is **ENCOURAGED** after road travel outside of the Hillsborough County area, **STRONGLY REQUESTED** after travel outside the State of Florida, and **REQUIRED** after travel outside of the United States or ANY air travel.

“Contractor” agrees to adhere to and follow the above guidelines.

Contractor Signature **Date**

Contractor Name & Title

Contractor Telephone

Contractor Email