

PROGRAM POLICIES

ELIGIBILITY:

- All classes are FREE to cancer patients, and survivors no matter where treatment was received.
- Due to limited class size, we are only able to accommodate cancer survivors. Caregivers are welcome to attend select lectures throughout the year when open to the community.

REGISTRATION:

- **Registration and a signed liability waiver are required for all classes:** Participants can register for all classes offered within one month. **Registration for each upcoming month opens at 8:00 AM on the 25th of the month. Registration closes at 11:55 PM every night and reopens at 8:00 AM every day.** If a class you have requested is full, you can register to be on the "wait list".
- To sign up for classes, visit www.towercancer.org/magnolia-house/
- **5 CLASS MAXIMUM PER WEEK POLICY. Beginning Monday, April 29, 2019, participants may take up to 5 classes maximum per week. Please scroll down to the 5 Class Maximum Policy - FAQ**

CANCELATION:

- We ask all members to please cancel at least 24 hours before their scheduled class/appointment through our website or by contacting us.

WAITLIST:

- Participants on the waitlist will be **notified via email/text only** if there is an opening/cancellation. If you are not confirmed for the class, we ask that you not "drop in" to see if there is space in the classroom. If you are enrolled into class from the waitlist, we expect you to attend class. If you plan to no longer attend, please cancel your place on the waitlist.

CLASS ARRIVAL POLICY:

- Please arrive **10 minutes early** to class to ensure that class may start on time. Classes will begin on time and end on time in respect of everyone in attendance. **After a 10-minute grace period, no one will be admitted into the class.**
- **Participants should avoid walking through the Tower offices. Participants should use outer hallway door to enter and exit class.**
- If you arrive earlier than 10 minutes prior to class, feel free to wait in our kitchen or lobby. Participants are allowed to enter the class room as early as 10 mins prior to class start time. Please do not use any exercise equipment if the instructor is not in the room. Equipment is only to be used during instructor supervision and is always to remain in the exercise room.
- If the "class is in session" sign is on the door, please **do not enter the room late**, so as not to disturb the ongoing class. Anyone who enters class after the 10-minute grace period will be directed out of class by the instructor.

CLASS ETIQUETTE:

- We ask all participants to turn off or silence their phones during class.
- Please take a moment to pick up after yourself and **wipe down the equipment** you have used during class. Disinfecting wipes have been made available for your convenience.

YOGA POLICY:

- Class space is limited. **We ask that you register for no more than 2 yoga classes per week. Participants who exceed the 2 yoga classes per week limit will have any additional yoga class canceled by our system.**
- **New participants are required to take Restorative Yoga and/or Crystal Sound Yoga before participating in Yoga for Vitality, Yoga for Stamina and Stability, and Yoga: Balance and Flow**, which require instructor approval. Note that *Yoga Sculpt*, and *Crystal Sound Yoga* are open to all levels, but do fall within the 2 yoga classes max per week policy.

BOOTCAMP CLASSES:

- **Participants are required to take and master Strength & Cardio Circuit prior to instructor approval for Bootcamp.** Once approved for Bootcamp participants may take both classes per week but may only take one class per day. Participants are not allowed to take Strength & Cardio Circuit and Bootcamp back to back on the same day.

PRIVATE SESSIONS:

- **Participants are allowed one private session per month from the following categories** *Reiki, Hypnotherapy, Oncology Skincare Treatments*. *Does not apply for Individual Therapy sessions.*
- **When requesting an appointment via the website, please note it is only a request. If accepted, you will receive a confirmation email.**

NO PERFUME/SCENTS ALLOWED: While participating in our classes please refrain from wearing perfumes, colognes, scented oils or lotions.

COLD/FLU/SICK: While participating in our classes we ask that you please not attend until you are at least 24 hours' symptom or fever free. You may be asked to leave class if the instructor suspects you are sick.

PHOTO/VIDEO: Please seek permission of anyone featured in your photo or video prior to taking it.

PARKING: Tower Cancer Research Foundation (8767 Wilshire) will offer participants **validated parking for a maximum of 2 hours per day** (after that there is a \$4 flat rate). No parking validation is provided for classes located at Breastlink Tarzana (18133 Ventura).

FAQ - New 5 Class Per Week Maximum Policy

1. Why is the class limit being implemented?
 - The reason for the new policy is to honor and continue welcoming those who are fully maximizing our Magnolia House Patient Support Program while at the same time help to expand program availability to our community.
2. Does this mean I can take up to 5 Yoga Classes per week?
 - No, the maximum number of yoga classes you can take per week is still 2.
3. If I am already registered for 5 classes, can I still sign up on the waitlist for other classes?
 - Yes, if you are signed up for 5 Classes and choose to sign up for a Waitlist then you will be added to the Waitlist. However, if/when the time occurs that you would move from the Waitlist into the class, you won't be added to the class if you are still registered for 5 other classes that week (not including the Waitlist)
4. Are workshops such as nutrition and stress relief included in the maximum?
 - Yes
5. Are appointments such as Reiki, skincare, individual therapy, and hypnotherapy included in the 5-class maximum?
 - Yes, once the appointment is confirmed.
6. Are educational lectures included in to the maximum?
 - No
7. Can I take more than one class per day?
 - Yes, you can take more than one class per day.
8. Are there any changes to the parking validation policy?
 - No, Tower will continue to validate up to a 2-hour maximum
9. When will this policy be implemented?
 - April 29, 2019
10. What happens if I try to register for more than 5 classes?
 - The system will not allow you to register for more than 5 classes per week
11. Will the process to sign up for classes be the same?
 - Yes
12. 5 classes per week is not enough for me. I am nervous about how this will affect my healing and wellbeing. Do you have any suggestions?
 - We completely understand these feelings and we are here to support you. We have many resources that we can share with you. Please contact Kelli and/or Aidee at magnoliahouse@towercancer.org so that we can help you any way we can.
13. What happens if I already have taken 5 classes and there is space in a class, will the system add me, or will it place me on the waitlist even though there is space in the class?
 - The system will not add you to a class if you have already taken 5 classes even though there may be space in a class.
14. If I request an individual appointment, will the request be included in my 5 class maximum?
 - No, the request will not be included until the appointment is confirmed. If you are already registered for 5 classes when you get notified that your appointment request is confirmed, then you will have to cancel one of your classes in order to confirm your appointment.