



WELCOME INFO PACK

Thank you for considering Haven as your fitness home! With our compassionate team of body inclusive, non-diet trainers, counsellors and non-diet nutrition experts, and love for our community, we hope it is much more than just a gym or yoga studio for you!

Haven is unique. Though our home is a whopping 436sqm [covid-safe](#) warehouse space, our classes are intimate and special, and our lovely Haven is community driven. We love getting to know our members and supporting them to enjoy movement in a non-judgmental, boutique, yet warm and welcoming studio.

Within a non-diet, weight-inclusive, body-positive, compassionate setting, we offer:

Personal Training - Casual sessions / or 8-Week PT Memberships

- One-on-one personal training
- Semi-private personal training (3-4 members in a session with one trainer) **only available as an 8-Week Semi-PT Membership.*

Exercise Physiology

- Initial consultation 60 mins (approx)
- Subsequent sessions

Classes - Casual (PAYG, 5/10 Class Passes) or Class Memberships either Month-to-Month or 12-Months

- Small group fitness classes
- Yoga classes (hatha, yin and stretch)
- Dance classes

Open Gym - included in Class Memberships or casual visits available for regulars

- Open Studio visits - by appointment

Therapies - book directly with our [Practitioner Team](#)

- Non-diet-approach nutrition and dietetics
- Fat positive, trauma informed counselling
- Body image coaching
- Disordered eating recovery and eating disorder recovery counselling
- Intuitive eating coaching
- Beauty therapy
- Massage

Events

We love gifting our community opportunities to have fun, connect, learn, grow and heal and offer a range of events throughout the year such as:

- Monthly social bushwalks (monthly)
- Book Clubs (bi-monthly)
- Workshops, talks, support groups, courses, education and resources around various topics that educate and empower including yoga, hormones, menopause, body image, letting go of the diet mentality, emotional eating and more!
- Retreats Social events including our annual Christmas party, picnics, dinners and member days.



Welcome Offers

We know we're not for everyone. So we all potential newcomers to meet Anna for a chat over a Cuppa and tour and see if our non-diet, weight neutral vibe is for you!

If you feel we're a match we'll set you up a login to our booking app and a complimentary class to get started, then you may like to opt for any one of the Welcome Offers below.

CLASSES TRIAL

1

4-TO-EXPLORE

Enjoy 4 classes to explore Haven over 10 days \$25

*Includes all fitness, yoga and dance

* Plus Welcome Class FREE

*Valid for 10 days from date of purchase

PT / EP PACKAGES

Explore moving your body safely and building confidence in movement with one-one-one personal training or exercise physiology with our compassionate . Compliment your training with a class or two over two weeks, plus our Welcome Class FREE!

2

1 x PT Session + 2 x Classes \$89

3

2 x PT Sessions 1 + Class \$149

4

1 x Initial EP Session + 1 x Follow-up EP Session + 1 x Class \$179

*All Welcome Offers strictly only available after initial Cuppa + Consult | Only valid to newcomers once



Getting to Know Haven

WELCOME CLASS

We warmly welcome newcomers to Haven to enjoy our introductory Welcome Class complimentary! This is available to newcomers as part of any of the Welcome Offer Packages or for new members complimentary (\$20 for casuals and non-members outside of this).

Led by Anna, together we'll explore Haven's approach and some functional movement patterns in a friendly small group class (maximum 6) to leave you with a idea of what to expect in a Haven fitness class and being part of Haven in general!

We'll cover:

Our Classes:

Class types | Timer | Equipment

So you'll have an idea of what to expect in a Haven class

Our Approach

Compassionate movement | Our people, language & terms

So that you can connect with what your body really needs, and support our interest in creating a more inclusive world, encouraging an end to fat phobia; and understanding what is at the heart of Haven

Your Movement:

Functional movement patterns | Warming up | Cooling down

So that you can feel comfortable exploring these in classes or consider one-on-one personal training if you'll benefit from more guidance

Our Studio

Etiquette | Our space

So that you know how being attentive to our etiquette really helps our community, where to find things and feel at home at Haven!

LIMITED SPACES (MAX 6) | BOOKINGS ESSENTIAL | 60 MINS
VARIOUS TIMES - REFER TO PTMINDER

ELIGIBLE MEMBERS (THOSE ON NEWCOMER PACKAGE OR SIGNING ONTO NEW MEMBERSHIP) WILL BE ALLOCATED THEIR FREE CLASS ON ACCOUNT, AND WILL BE ABLE TO BOOK THROUGH PTMINDER

This class is a courtesy class to give you an intro to our ethos and being part of a weight neutral community, and to give you an idea of what to expect in our fitness classes. These are not a replacement for the one-on-one individualised support of a personal training session.



MEMBER BENEFITS

We LOVE our Havenites!

Found your fitness home home at Haven?

Join us and enjoy the following as a valued Haven Class or PT member!

Cool Haven gift pack upon joining

10-50% off workshops, retreats and events

Generous offers from all of our body-inclusive practitioners including counsellors, nutritionists, dietitians and beauty therapists

Relaxation massage just \$55
(*when available)

Haven merchandise offers

Free offerings such as Run Club and Walk + Talks

Haven Sisterhood Program

Complimentary Haven library usage

Groups and support cultivating a peaceful relationship with food, body, mind & movement

Be part of our awesome body-inclusive Haven community!

Free talks & opportunities from aligned professionals

Parties, picnics, bushwalks, Member Appreciation Days, and more...we take our socialising seriously!



Class Pricing & Memberships

We love our members and creating a welcoming and authentic environment to support a peaceful relationship with food and body. Our memberships are designed to encourage being part of our Member's community and all that Haven has to offer! However, we also invite those looking for the Haven vibe on a casual basis.

CASUAL

Great for those: Attending 1 x per week or less | & who enjoy commitment-free!

Member benefits do not apply. Valid from date of purchase. Strictly non-transferrable and non-refundable.

SINGLE CLASS

Casual class /
PAYG \$27.50

5 CLASS PASS

5 Class Pass \$132
Valid for 2 months

10 CLASS PASS

10 Class Pass \$242
Valid for 4 months

MEMBERSHIPS

Great for those:

Attending 2x per week or more | who love variety /flexibility /the social atmosphere of group classes | are comfortable with fortnightly commitment | who value Member Benefits!

Includes all fitness, yoga and dances classes (28+ classes to choose from weekly!) Prices shown are per week; payments auto debited fortnightly. Memberships may be paused for 1-4 weeks at a time, up to 3 x per year, with minimum 1 week's email to anna@havenwellness.com.au and requests cannot be accepted from any other means. Changes / cancellations as below must be made by email to anna@havenwellness.com.au and cannot be accepted by any other means.

MINI HOPPER 21

- 4 x In-Studio Classes per fortnight
- PLUS**
- 2 x Open Studio Sessions
- 1 x Live Streamed Yoga Classes
- FREE Welcome Class
- Complimentary Gift Pack upon joining
- All Haven member benefits

♥ **12 Months**
\$38.50pw
Rolls over or 2
weeks notice to
change / cancel

♥ **Month-to
Month \$44pw**
Rolls over or 4
weeks notice to
change / cancel

FREEDOM 21

- 8 x In-Studio Classes per fortnight
- PLUS**
- 4 x Open Studio Sessions
- Unlimited Live Streamed Yoga Classes
- Full Access to our Replay Library
- FREE Welcome Class
- Complimentary Gift Pack upon joining
- All Haven member benefits apply!

♥ **12 Months**
\$49.50pw
Rolls over or 2
weeks notice to
change / cancel

♥ **Month-to
Month \$57.50pw**
Rolls over or 4 weeks
notice to change / cancel



Special Offerings

LIMITED TIME OFF-PEAK CLASS MEMBERSHIP

DAY HOPPER

Enjoy off-peak classes and some chilled studio time for your own workout!

3 x Off-peak In-studio classes per fortnight

PLUS

2 x Off-Peak Open Studio Visits

FREE Welcome Class

Complimentary Gift Pack upon joining

All Haven member benefits

*Applies to classes between 9am - 4pm

*Valid for newcomers to Haven

Month-to-Month \$23.50pw

Minimum term 2 months | Rolls over or 2 weeks notice to change / cancel

COMMUNITY OFFERINGS

It's important to us to work with integrity and ethically and that our message is reaching those who really need a safe space free of diet culture. We appreciate that, as our pricing reflects our boutique studio, intimate class sizes and supports us in meeting our expenses, our pricing may not align with all budgets comfortably. To support those who would really benefit from and value Haven's offerings but cannot comfortably commit financially, we have two community offerings available. If you think this might be for you, please reach out to Anna for more information and a discreet chat.

STUDENT DISCOUNT

Students are entitled to 10% saving on all class passes, class memberships, casual PT and PT memberships. Please email Anna your valid student ID to secure this:

anna@havenwellness.com.au

PT MEMBER SAVINGS ON CLASS MEMBERSHIPS

10% saving applies to Mini Hopper and Freedom Class Memberships for those on any 8-week PT or sSemi-PT membership - please see Anna to arrange.

FOUNDING MEMBER SAVINGS

We greatly appreciate the support of our valued members. All our original founding members who generously supported us through COVID lockdown gifted 10-20% savings on their memberships, will remain at the discounted rate for the lifetime of their membership (for the duration their membership remains active).

***Only one discount may be applied at any one time*



Haven Sisterhood

We know that being a newcomer to an established community can feel daunting - let alone in a fitness environment! Many of us have had not-so-pleasant experiences with gyms and trainers, and many of us are familiar with the feeling of nerves and dread stepping into a gym.

We take pride in cultivating a fitness home that is the antidote to this - a space that feels warm, welcoming and inclusive when you enter the door.

We truly want you to feel welcome, supported, in good company, and at home, here with us at Haven! So we've designed a complimentary offering that invites you to connect with one of our lovely regular Havenites. Your Haven Sister will take you for a cuppa at a local cafe (with a cafe gift voucher from Haven!).

Open for all newcomers but designed with those seeking support around their relationship with food/body/movement in mind. Your Haven Sister will welcome you for a chat, share their experiences being part of our body positive, non-diet community, offer gentle support, and just be there as a fellow Havenite as you find your feet here at Haven!

HANG WITH A
HAVEN SISTER!

HAVEN SISTERHOOD PROGRAM

Connect with a fellow Havenite over a cuppa and enjoy support settling into the studio from a lovely like-minded sister!

1. Register your interest in the Sisterhood Program
2. We'll tee you up with one of our awesome regular members who has generously opted to offer their time, and they'll reach out to you to arrange meeting up
3. We'll gift you a complimentary \$20 cafe gift voucher to enjoy together!

** Available during the initial month of your membership.*

** After initial meeting and fortnight thereafter your Haven Sister may offer as much or as little time/support/checking in as they feel necessary and is comfortable for them - there is no obligation from the Sister - but we're always here!*

Classes <i>Good-to-know</i> Info!			
Do I need to book?	Yes! Our classes are capped at 10-14 depending on the class and time, plus our booking system also acts as attendance records for covid tracing - so bookings are essential.		
I'm stuck at work and can't make my booking - how do I cancel?	<p>We value time – both yours, and ours. Our cancellation policy is in place to ensure all Havenites have a chance to attend and help us manage our schedules, member's needs, intimate class sizes and keep delivering our best service. Our cancellation policy supports and respects the time commitment of our clients and our team:</p> <p>Class cancellations can be made via our app or web interface up to 2 hours before class start time without incurring a fee. This means we can manage our class sizes, allows another Havenite to book in, and it also means you won't lose your class credit or be charged a fee!</p> <p>Class Members and Class Pass holders who book into a class and fail to attend will forfeit their class.</p> <p>Anyone who repeatedly books but neglect to show up more than 2 x in 2 weeks may be charged a \$10 no-show fee in addition to losing their class credit. We hope we don't need to charge this! But we appreciate you understanding that we need to encourage honouring your bookings and helping us to manage our class sizes.</p> <p>Cancellations cannot be accepted via phone, email or social media.</p> <p>Waitlisted clients will all be notified as soon as a space becomes available and the spot goes to first in, first served!</p>		
How does the class waitlist work?	<p>Some of our popular classes in peak time spots have started to book out! But don't worry - our waitlist really works! Here's how:</p> <ol style="list-style-type: none"> 1. If the class is full you'll be invited to jump on the waitlist. 2. Clients need to cancel out at least 2 hours before the class start time if they can't attend. As soon as a spot becomes available, waitlisted bookings will be booked in by order (first in-first-served) and notified by SMS. Please keep ensure you've opted in for booking emails and keep an eye on your inbox! 3. Come along for your class! <p>And, as we see classes consistently filling, we'll make room in the schedule to add! Always refer to PTMinder for the most current schedule.</p>		
I have an injury - can I still attend group classes and yoga?	<p>Our bodies are always changing, so what we need too can change - and sometimes this can be because of injury. Ultimately classes are great for those comfortable moving safely in a group setting (ie where the trainer's guidance will be across the entire class) so if your recovering, have a very mild injury or have a present injury but have medical clearance for group training please chat with your trainer so she can best support you with variations for your needs.</p> <p>If you have a present injury that needs more one-on-one attention, please chat with us about one-one personal training so guide you through managing your injury and give you dedicated one-on-one support designed individually for you!</p>		
	Casual classes and Class Passes	Month-to-Month Class Memberships	12 Month Class Memberships

Minimum terms	<p><u>Single classes</u> are valid for 3 weeks.</p> <p><u>5 Class Passes</u> are valid for 2 months.</p> <p><u>10 Class Passes</u> are valid for 4 months.</p>	<p><u>Month-to-Month Class Memberships (including Day Hopper Memberships)</u> are for a minimum of 2 months.</p> <p>After the initial 2 months they will roll over monthly.</p> <p>Once your minimum term has been met you may cancel or change your membership with one month's email notification to anna@havenwellness.com.au.</p> <p><u>12 Month Class Memberships</u> are for a minimum of 12 months.</p> <p>After the 12 months they will roll over fortnightly.</p> <p>Once your minimum term has been met you may cancel or change your membership with one month's email notification to anna@havenwellness.com.au.</p> <p>All account debts must be settled before cancellation of membership can be finalised, this includes all late cancellation and no show fees incurred.</p>	
Can I pause my membership?	Class Passes are strictly non-transferrable and extensions do not apply.	<p>Yes! Great if you are going away or just need a financial break:</p> <ul style="list-style-type: none"> - Memberships may be paused with at least 7 days email notification to anna@havenwellness.com.au prior to your next payment date. - Requests cannot be accepted by any means other than email. - Pause dates should align with your payment cycles otherwise we will try to align as best we can. - You may pause for 1-4 weeks at a time. - You may pause for a maximum of 3 suspensions per year (maximum of 12 weeks total); thereafter upon request at an additional at \$5 per week. 	
Declined Payments	Casual members will be unable to purchase credits.	<p>We trust that our members ensure they have sufficient funds available to cover their fortnightly auto-debit but we understand that life can get messy sometimes.</p> <ul style="list-style-type: none"> - Our payment processor will attempt to take the payment every day for 7 days. - If the transaction continues to fail, a \$7.50 late payment fee will apply on the 7th day. - The member will then be unable to book or attend classes until payment has been settled. <p>If you have any challenges or concerns around finances please reach out to Anna for an understanding and discreet chat.</p>	

We have a wonderful team of compassionate, body inclusive trainers available to help you enjoy movement, build strength, work with your body and support your mental health.

Your first one-on-one session will be a chance for you and your trainer to get to know each other and explore how your body moves, look at your posture and flexibility, learn about your needs and what works for you and hear about what you're seeking. Thereafter if you decide to continue with training one-on-one, your trainer will be armed with the knowledge to design a program specifically for you and your unique body!

Your session will include:

- A 50 minutes of one-on-one time with a lovely and educated trainer excited to work with you, with a curious open mind to understand your needs and goals!
- A warm up to prepare your body for the workout
- 4-6 week program designed for your unique body and goals / needs using a variety of equipment such as bodyweight, resistance bands, free weights, functional trainer, exploring functional movement, strength building, muscular endurance, balance, mobility.
- Compassionate instruction and guidance, demonstrations to help you find the way to move that works for your body
- A cool down appropriate for YOU - to support your body and mind in rest and recovery.

PT sessions are available casually or on an 8-Week PT Membership for a minimum of 8 weeks.

PT Membership

- Ideal for those who love routine and accountability, or who are working towards a goal or injury recovery, and who wish to lock in their time preferred time with their trainer
- Investment: \$75 - \$89 per session/week depending on the trainer you work with (see below).
- Preferred session time booked at commencement of your membership term with your trainer or through Anna
- 8 week minimum term, 1 x session pw (please discuss if you wish to attend more often)
- Secure your preferred spot with your trainer ongoing!
- **24 hour cancellation policy applies and sessions to be rescheduled within 3 weeks**
- All member benefits apply!

Casual PT

- Great for those seeking just a session or two here and there, or who need flexibility with session times, or who cannot commit weekly
- No minimum term
- Booked week to week with your trainer (or through Anna)
- Investment: \$85 - \$99 per session depending on the trainer you work with (see below).
- May only book one week ahead (we can't guarantee your favourite time will always be available!)
- 24 hour cancellation policy applies
- Member benefits do not apply.

Our coaching team

We have a wonderful team of compassionate, body inclusive fitness professionals. Check them out [here!](#)

Once you've had your initial session with your coacc, we invite you to liaise with them directly for any session related needs.

Semi-Private Personal Training

Semi PT Sessions offer the chance to maximise your time and have fun training with 2-3 other lovely Havenites. We group members as demand arises and

Your Semi-Private PT Session will include:

- 60 minute weekly session with 2 or 3 other members
 - a warm up to prepare your body for the workout
 - Monthly programs designed by your trainer, programmed with the individual's and group needs in mind.
- Here's an example of our program overview:

JAN	Functional Movement Patterns	Improve / master functional movement patterns
FEB	Supersets	Building hypertrophy; fatigue & muscle breakdown
MAR	Happy Heart	Improving cardio health
APR	Body Balance	Mobility, balance and strengthening through bodyweight
MAY	Pyramid / Rats tails Sets	Building hypertrophy; fatigue & muscle breakdown:
JUN	Trainers Choice / Team Choice	Choose needs and goals as a group

Semi-Private Personal Training = \$49.50 per person, per week, minimum 8 weeks.

*Available upon discussion and availability - please ask!

*New sessions can be created based on demand and members are matched with similar needs, with a minimum 3 members, maximum 4.

***Must have at least 1 x one-on-one with the trainer first.**

Personal Training T & Cs

	Casual PT	Membership PT (Including Semi-PT)
How do I book?	Book directly with your trainer or with Anna. We can't guarantee your favourite spot will always be available every week as ongoing membership bookings will be prioritised:-(We can only book you one week ahead at a time.	Book directly with your trainer or with Anna and we'll schedule your preferred session time as a standing appointment time ongoing.

How do I pay?	Payments are processed by our system after the session using the card saved securely on your account through Stripe. Please ensure your preferred payment method is up-to-date.	
<div>Cancellation policy</div> <p>We really value time – both yours, and ours. Our cancellation policy is in place to ensure all Havenites have a chance to attend and help us manage our schedules, intimate class sizes, keep delivering our best service whilst supporting and respecting the time commitment of our clients and our team.</p> <p>We love you attending your sessions as scheduled, but we understand that life can be complicated! If you cancel or reschedule your session with at least 24 hours notice, there is no charge to you. However a few days notice is great so that we can serve another Havenite.</p> <p>If on a Membership PT you cancel a Membership PT on more than two occasions (not reasonable extenuating circumstances) you'll be reverted to the casual rate and casual bookings. If you're having difficulty making weekly sessions we will suggest that casual sessions may be a better option for you.</p>		
	Casual PT	Membership PT (including Semi PT)
Something <i>has come up (at least 24 hours ahead of session time)</i> . How do I cancel or reschedule?	<p>Please contact your trainer directly.</p> <p>With 24 hours+ notice, she'll invite you to reschedule and give you some time options. If your regular trainer cannot fit you in, she may offer you a spot with another trainer, or offer you a service of similar value (eg. 3-Class pack or massage).</p>	<p>Please contact your trainer directly.</p> <p><i>Memberships are designed for commitment to weekly sessions, so as a membership client you're asked to reschedule within 2 weeks (up to 3 weeks max).</i> Your trainer will suggest some time options and if your regular trainer cannot fit you in, she may offer you a spot with another trainer, or offer you a service of similar value (eg. 3-Class pack or massage).</p>
Eek, something has come up last minute (<i>within 24 hours of session time</i>). How do I cancel or reschedule?	<p>Please contact your trainer directly.</p> <p>Sessions cancelled with less than 24 hours notice will be charged the session cost unless extenuating circumstances apply (eg accident, bereavement) which are addressed on a case by case basis directly with your trainer. Your trainer will compassionately hear about your circumstances and may suggest a reschedule or a courtesy cancellation.</p>	<p>Please contact your trainer directly.</p> <p>Sessions cancelled with less than 24 hours notice will be strictly forfeit (charged the session cost) unless extenuating circumstances apply.</p> <p>If extenuating circumstances (eg accident, bereavement) apply, your trainer will address on a case by case basis. - they will compassionately hear about your circumstances and may offer a courtesy cancellation or a reschedule.</p>
		<p>If you cancel a Membership PT on more than two occasions (not reasonable extenuating circumstances) you'll be reverted to the casual rate and casual bookings. If you're having difficulty making weekly sessions we will suggest that casual sessions may be a better option for you.</p>

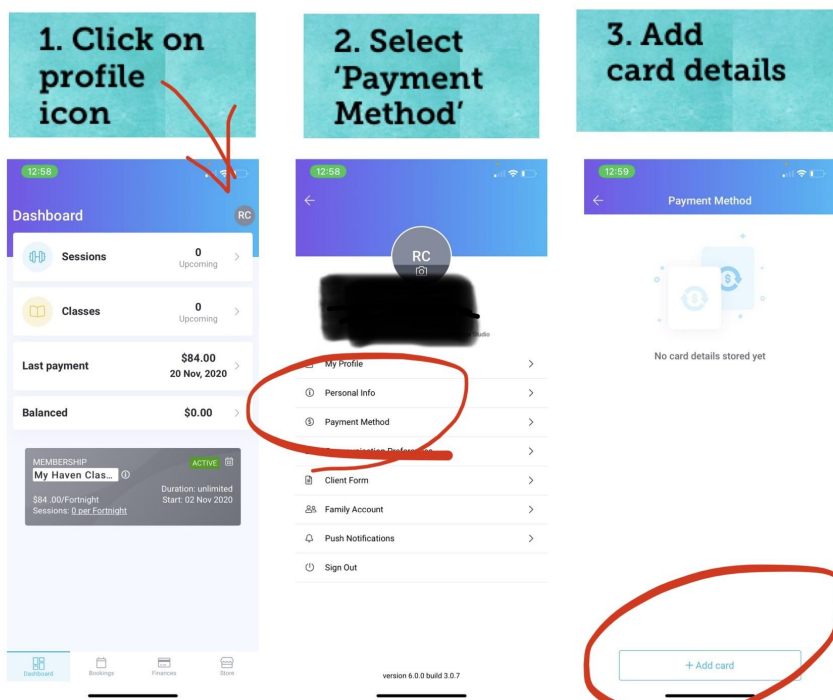
Payments

Payments are processed using the card saved securely on your account through [Stripe](#).

- PT session payments (both membership and casual) are processed on the day of the session
- Class memberships are auto paid through Stripe fortnightly
- PAYG classes can be paid as booked from the schedule, and 5/10 Class Passes purchased and paid for through the 'Store' in the app.

Please ensure your preferred payment method is up-to-date:

1. Sign into your Haven PTMinder.
2. Click on the user icon at the top right corner
3. Select 'Payment Methods'
4. Add new card
5. Save!



Booking confirmations and reminders

Please opt-in for booking confirmations by email

This is important as we use this as your booking confirmations and we sometimes share important Haven news this way. You'll receive:

1. A confirmation of your session / class upon booking. Onliners, please note that your zoom login will be sent to you in your confirmation email.
2. A reminder of your session / class booking 24 hours in advance

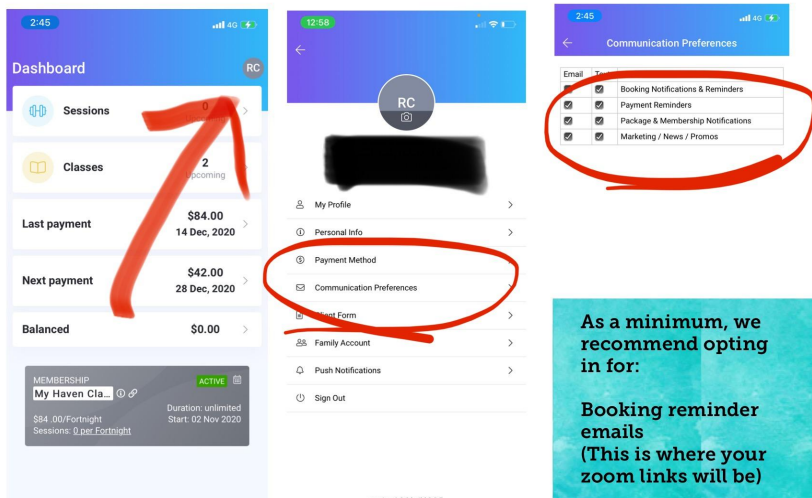
You can cancel your class booking up to 2 hours before the class start time otherwise classes are strictly forfeit. We have a 24 hour cancellation policy for PT sessions which should be arranged through your trainer directly.

Here's how to opt in:

1. Click on profile icon

2. Select 'Communication preferences'

Opt in!



What to bring

Yoga and stretch

- BYO yoga mats essential for all classes
- Bolster (or cushion) and blanket (otherwise towel) are recommended for Yin and Unwind and are also BYO unless you are hiring an Iso-Prop Kit (see below)
- Blocks and straps may be borrowed (please disinfect before as well as after)

Fitness classes and PT sessions

- BYO mat-sized towel and water (for dance classes - just water).

For all events

A sense of curiosity and self-compassion to explore what your body needs today, in this moment; and a willingness to support our body-positive, size-inclusive, non-judgemental community spirit!

Open Studio

Enjoy the use of the studio for your own session - or grab another Havenite and workout together! Available at various times when the studio is quiet (will be manned by a Haven trainer). Great for those comfortable with moving your body safely, self-guided.

- Class Pass credits
- Class Membership credits
- Purchased casually per visit \$10

Book just as you book classes through the app.

* 3 hour booking cancellation window

* Covid-safety to be followed at all times and cleaning protocols followed

* Available for Haven members or Haven regulars (must have had initial Cuppa & Consult or be a regular).

Class Descriptions

May be found in the class schedule within PTMinder.

Taster Classes

You may like to check out some replays of some of our virtual offerings for a taste of our classes!

- [Rhythm](#) All-Bodies Dance class with Jo
- [Accessible Yoga \(Online\)](#) with Nat
- [Unwind stretch](#) with Anna

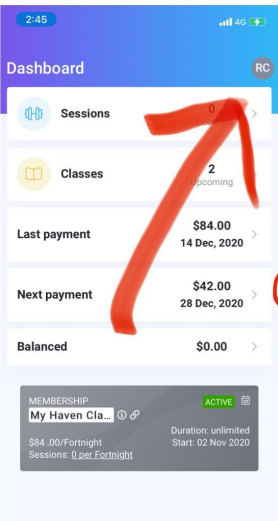
Virtual Classes

Online options proved popular so post lockdown, we've kept some of the favourite times available online for those that love the virtual options!

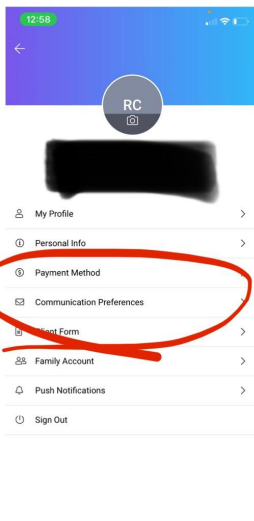
How to join a virtual class

You'll receive your zoom link and passcode in your booking confirmation email, so it is recommended that you opt in for booking reminder emails - see below. You can also view your class link by going to 'My bookings' / select the class / select 'Notes'.

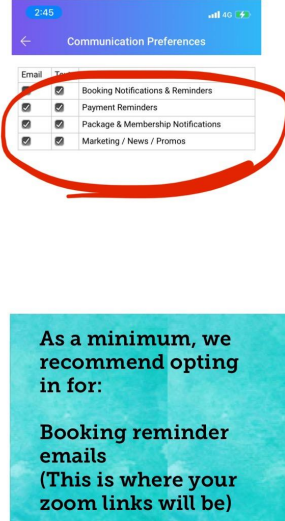
1. Click on profile icon



2. Select 'Communication preferences'



Opt in!



As a minimum, we recommend opting in for:

Booking reminder emails
(This is where your zoom links will be)

Wait List

Some of our popular classes in peak time spots have started to book out! But don't worry - our waitlist really works! Here's how:

1. If the class is full you'll be invited to jump on the waitlist.

2. Clients need to cancel out at least 2 hours before the class start time if they can't attend. **As soon as a spot becomes available, waitlisted bookings will be booked in by order (first in-first-served) and notified by email. Please keep ensure you've opted in for booking emails and keep an eye on your inbox!**
3. Come along for your class!

And, as we see classes consistently filling, we'll make room in the schedule to add! Always refer to PTMinder for the most current schedule.

Products

We often have a lovely range of products that align with our body neutral ethos in some way. Check them out in studio! Please ask Anna or a team member to purchase.

Reaching Admin

Our admin team is currently a one-man-band - made up of me (Anna!). I aim to reply to your enquiry as soon as possible between sessions and classes. Sometimes this takes a little time to explore the what your enquiry is about and coming back to you with the right info, so your patience is appreciated. We generally receive a high volume of emails, calls, texts, Facebook and Instagram messages and requests, so we greatly appreciate your patience. Emails are preferred where possible.

Admin generally operates during office hours Monday-Friday around a busy class and session schedule, but for anything urgent please contact your coach or you're welcome to try reaching us on our studio number 0435 800 709 (noting that during class times the phone will be on silent so feel free to leave us a message). Emails welcome.

Events

Look out in studio for details on events offered - on the noticeboard, monitor and in our private FB group and in PTMinder:

- The Body Love Club - a monthly evening of creativity and conversation, led by a Sydney-based artist who'll share a story about their relationship with their body. 2021 dates announced soon.
- Member's Social Book Club (bi-monthly)
- Monthly social bushwalks - dates posted on the noticeboard and more details announced nearer the event date
- Haven socials such as Christmas parties, casual pub catch-ups/picnics etc.

Covid Safety

Keeping our Havenites COVID-safe is important to us and we've implemented our COVID-safe plan based on government health recommendations. Please familiarise yourself with our guidelines [here](#).

Parking

- Our street Carlton Crescent - on the Haven side there is a 2hr limit however on the train tracks side there is no time limit.
- The IGA carpark offers 2 hour parking and is behind Haven (through the park) on Hardie Ave

Please note that there's a construction site next door so sometimes there are trucks in and out and some delays in parking.

We recommend parking further up Carlton Crescent past the park/towards Ashfield direction, on the train track side - so give yourself a little extra time just in case!

Please park considerately and note that our driveway entrance must remain a clearway for fellow neighbours deliveries and as a thoroughfare. Thank you!

Our Body Positive Practitioners

If you're interested in a little support in nutrition from a non-diet approach, check out our team [here](#). They are all wonderfully compassionate and understanding, and are invaluable in helping you cultivate a peaceful relationship with food and body.

Our Practitioner team offer complimentary 15 min consultations in studio by phone / zoom - reach out to them to book [here](#).

Q and As

During lockdown, many of our clients raised questions and concerns around their relationship with food and body, so we took this opportunity to bring together our aligned practitioner buddies to share words of support.

Listen to our [Q&As](#) as we discuss a member question - you'll hear me chatting with nutritionist Nina, trainer Kailah and counsellors Rachel and Liz, as well as some of our extended circle of aligned praccie buddies. Check out our Q & As [here](#).

We're looking forward to doing more ahead!

Do you have a question or challenge you'd like help with from our non-diet, weight inclusive professionals? You can [share it anonymously here](#) and I'll reach out to our praccie team and share our chat with you all.

Our Library

We've been curating this library since before the beginnings of Haven and it homes topics dear to the heart of Haven - undoing diet culture, challenging the beauty ideal, understanding weight science, Health At Every Size, the non-diet approach, feminism, women's rights and more!

How to borrow

Members and regulars/casuals are welcome to borrow books for up to 3 weeks at a time, complimentary.

1. Select your book
2. Let your trainer or Anna know
3. Return within 3 weeks so another Havenite can enjoy too, or let us know if you'd like it a little longer!

Resources & Recommendations

We have a growing list of resources we love to share! These include favourite [podcasts](#), [size-inclusive clothing brands](#), books and more. Check them out [here](#).

Studio Etiquette

- Please arrive at least 5 minutes before class as late entry is discouraged and cannot be guaranteed. **For security reasons the door to the studio may be locked at the beginning of each class and we cannot disrupt class for late entries.**
- Please check in with your instructor before each class and inform them of any injuries or concerns you may have.
- Haven is not responsible for the safekeeping of your belongings.
- Haven has the right to refuse entry at anytime.
- Bookings are essential and are to be made via our app or in the studio or with your instructor/trainer.
- Please be compassionate and considerate of Haven belongings, our communal space and your fellow Havenites.
- COVID safely must be followed at all times.

Thank you for your support!

Bringing your little ones

Safety is important to us and our space is a little different to the old place. **Children are invited when appropriate and at the coach's discretion** upon prior direct discussion with them. Mums will be required to keep their wee ones strictly in the designated area and away from the gym floor and will be required to sign off a waiver.

Bringing your furry ones

We love furry friends and they're invited to pop in and say hi, or to join you in one-on-one PT sessions **when appropriate at the trainers discretion upon prior direct discussion with your trainer**, being mindful of noise considerations, client comfort and safety of other Havenites.



Havenwellness.com.au

Once again, welcome! We're so glad to have you. Please reach out with any questions.

Love Anna & the Haven Team x x