

Dear Circus Family,

In an effort to protect our students and staff, we are reaching out to you, our entire circus family for support in this time of crisis. The COVID-19 Virus has prompted our state, county, and city executives, Governor Jay Inslee, King County Executive, Dow Constantine, and Seattle Mayor, Jenny Durkan to [announce a prohibition on gatherings of 250](#) or more and highly restrictive guidelines for gatherings of less than 250 people until the end of March (with a very high probability of extending through April).

First, it is with great sadness that we must announce the cancellation of the Protege Show on April 4, 2020. Your coaches should have already reached out to you and are prepared to discuss options with each of you. Please be assured that if you are currently preparing to perform that you will be guaranteed a spot in our Autumn Protege Show. We understand that this will be very hard news for some of you, and we will do everything within our power to support you.

Secondly, we are enacting new protocols to keep our community safe:

- All cancellation fees are waived until April 1, 2020 (or until we receive guidance from our state and local officials)
 - If you're concerned that you may have been exposed, or have symptoms, or just want to do your part to help with social distancing, please cancel your booking with no penalty. If you booked using a credit from a frequency card, you'll keep your credit. If you paid for an individual booking, you'll have the option of keeping the class credit on your account, keeping a monetary credit on your account in the amount of the class credit, or receiving a refund based on your method of payment.
 - If you want to cancel a booking that is inside of one of our late cancellation windows, please contact the front desk to have them remove it manually so the automated rules don't trigger. The front desk can be contacted via email: info@emeraldcitytrapeze.com or by phone at 206-906-9442. Please be patient and kind as the front desk may be short staffed while we're working through this crisis.
- All large events have been cancelled through March with a potential extension through April
- All staff will be checked for any signs of illness or fever upon entry - please be understanding of any last minute class cancellations due to staff taking precautionary measures
- All non-Flying Trapeze classes will be reduced to a class size of 4 people
 - If you're signed up in a class that is already over 4 students, we may contact you to reschedule your session. Sessions scheduled last will be rescheduled first. If rescheduling isn't possible and you booked your class with a credit from a frequency card, that credit will stay on your account. If you paid for an individual booking, you'll have the option of keeping the class credit on your account, keeping a monetary credit on your account in the amount of the class credit, or receiving a refund based on your method of payment.
- All restrooms will be cleaned and restocked a minimum of 4 times each day
- All high-touch surfaces (door handles, handrails, computer keyboards, etc.) will be cleaned 4 times each day and certain high use items will be cleaned after each use
- Mats and apparatus will be cleaned after each class and sprayed every night with Cavicide
- All students will be directed to wash their hands before and after class with soap and water
- During class, you will be asked to return to the restroom to wash your hands if you cough, sneeze, or touch your face. Your instructors will try to be polite but it will be easier if you simply excuse yourself and handle it on your own

- Instructors will ask you to sanitize if you've come in contact with other students and before you touch an apparatus, another student, or an instructor
- Each class will end 3-5 minutes early so equipment can be sanitized before the next class. Your help sanitizing the equipment you used will be appreciated

In the event of a required closure, we will make every effort to inform anyone with a booking in the closure window and issue credits or refunds as is appropriate and desired.

In light of all the recent events, we encourage you to be aware of your own health. If you are encountering any signs of illness, please stay home. Again, you will not be penalized for a cancellation at this time.

As a small business, we feel that it is our duty within to support other small businesses, and we would like to draw your attention to some impacts that may be less visible now but will become more evident as time passes. In a crisis like this one, small businesses in your own neighborhood may not survive without a little extra consideration. The little independent restaurant you love or the dry cleaner you use for work clothes may already be hurting. Consider calling the restaurant about a gift certificate or dropping off some cleaning you haven't had time to deal with. If you've already bought services that you can't use, consider accepting credit for future services rather than asking for a refund. You may make the choice that helps keep a small business open.

Lastly, this crisis is going to be hard on the studio and our staff. Please be kind to our front desk folks. They are going to be working hard to ensure that everyone is taken care of during this crisis. Our goal is to keep our family safe; however, with reduced class sizes, fewer events, and a greater number of cancelled classes, it's going to be a difficult few months. If you would like to show your support without coming in for a class, please consider purchasing a gift card or frequency card to use in the future.

If you have any questions or need additional clarification, please reach out via info@emeraldcitytrapeze.com.

Thank you for always being an incredibly supportive community. We are forever grateful for all of our students, staff, and admin who are part of our diverse Circus Family.

With gratitude,
Shawn Hammer