

## CLIENT CODE OF CONDUCT

At Grounded Movement, we are committed to creating a welcoming, respectful and professional environment for everyone who attends our studio.

Our team works hard to provide high-quality physiotherapy and Pilates services in a space that values integrity, respect, community and professional excellence. Just as we expect our team to treat clients with care and professionalism, we also expect clients and visitors to treat our staff and fellow clients with the same courtesy.

This Client Code of Conduct outlines the standards of behaviour expected from all clients and visitors when interacting with our team or attending our studio.

By attending Grounded Movement or engaging with our services, clients acknowledge and agree to comply with this Code of Conduct.

## OUR COMMITMENT

Grounded Movement is committed to providing a safe, supportive and respectful environment for both clients and staff.

Our team members have the right to work in a workplace that is free from harassment, intimidation, aggressive behaviour or abuse. We take this responsibility seriously and will take appropriate action where behaviour compromises the safety or wellbeing of our team or other clients.

## EXPECTED BEHAVIOUR

We ask all clients and visitors to:

- Treat staff and other clients with courtesy and respect
- Communicate calmly and respectfully, even when concerns arise
- Follow studio policies regarding bookings, cancellations and attendance
- Respect the professional boundaries of our team
- Follow safety instructions provided by staff
- Behave in a way that supports a positive and comfortable environment for all clients

Most interactions in our studio are positive and collaborative, and we appreciate the respectful community our clients help create.

## PROFESSIONAL BOUNDARIES

Our clinicians and instructors maintain professional boundaries to ensure safe and effective care.

Staff may decline to engage in conversations or requests that are inappropriate or outside professional scope. Clinical decisions, treatment recommendations and studio policies are applied at the professional discretion of our team.

## UNACCEPTABLE BEHAVIOUR

Verbal abuse or aggression:

- Swearing at staff
- Personal insults or hostile language
- Raising voices or using intimidating behaviour

Harassment or bullying:

- Repeated hostile or unreasonable behaviour directed toward staff
- Persistent argumentative or confrontational behaviour after a decision has been communicated
- Behaviour intended to intimidate, pressure or undermine staff

Discrimination:

Grounded Movement does not tolerate discrimination or derogatory remarks relating to gender, race, religion, disability, sexual orientation or other personal attributes.

Inappropriate conduct within the studio:

- Disruptive behaviour during classes or appointments
- Filming or recording staff without consent
- Inappropriate physical contact

Harassment outside the studio:

Unacceptable behaviour also includes abusive or aggressive communication with staff via email, phone, text message, social media or other online platforms.

## IF BEHAVIOUR FALLS BELOW EXPECTATIONS

If behaviour does not meet the standards outlined in this Code, Grounded Movement may take action to protect staff and clients. This may include:

- Asking a client to modify their behaviour
- Ending a consultation or class
- Cancelling future appointments
- Refusing further bookings
- Requesting a person leave the premises
- Terminating the client relationship with the studio

In situations involving threatening, abusive or aggressive behaviour, services may be terminated immediately without prior warning.

## OUR RESPONSIBILITY TO OUR TEAM

Grounded Movement has a duty of care to provide a psychologically and physically safe workplace for our team.

Staff are supported to disengage from interactions that feel unsafe or inappropriate. Incidents may be documented and reviewed by management to ensure appropriate action is taken.

We thank you for helping us maintain a respectful, supportive and professional environment for everyone in our community.