

## **Foundation Bike Fitting Protocol at Cloud 9 Cycles During the COVID-19 Outbreak**

This protocol is for your health and safety as well as everyone at Foundation & Cloud 9 Cycles. If you choose to not follow these requirements, please let Wei or Cloud 9 Cycles know and your appointment will be cancelled. There will be no exceptions. If you have any questions at all please get in contact. You can contact Wei at [info@foundation.fit](mailto:info@foundation.fit) or call the shop at [020 3205 0190](tel:02032050190).

- Both the fit client and Wei will wear a face covering / mask for the duration of the fitting. If you have a health problem that prevents you from wearing a mask, please contact Wei to discuss accommodations. Please refer to this article for some useful information on face coverings: <https://www.telegraph.co.uk/health-fitness/body/face-masks-uk-public-transport-covering/>
- Your bike and shoes will be disinfected at the beginning of your appointment. If you bring any other equipment (saddles, stems, etc.), they will also be disinfected.
- If you need new shoes, please purchase them prior to your fit appointment.
- Please do not bring a visibly dirty **bike** or **cleats** to your fit, as this will prolong the cleaning process. This means no mud or debris on your bike and no dirt in your cleats and shoes.
- All surfaces and tools in the fit area will be disinfected after each fit. Retail customers will not be allowed in the fit area.
- Only the fit client may attend the fitting. If you bring a friend or family member, they will be required to wait outside the shop .
- Please come dressed in your cycling clothes and ready to ride. The changing room will not be in operation.
- The fit client will use hand sanitizer to clean their hands prior to beginning the fit.
- If you or any member of your household currently has COVID-19 or you have been instructed to self-quarantine by a doctor or public health official, your appointment must be rescheduled.
- Fit clients who have respiratory symptoms (coughing, sneezing, shortness of breath) will have their fits rescheduled. There is no way for Wei to differentiate between allergies, a cold, the flu, or COVID-19. If you have the above symptoms, please get in contact to reschedule.
- The interview portion of the fit will be done with seating set up at least 6 feet apart. Any off bike functional testing will be done with as much social distancing as possible. Some portions of the exam require direct contact.
- The on-the-bike portion of the fit will be done with as much social distancing as possible, but may require direct contact.
- If your bike requires mechanical work as a result of the fit (handlebar swap, new crank installation, etc.), you will leave the bike at the shop and pick it up at a later date. This is due to the high volume of repairs at Cloud 9 Cycles.

**Thank you for your understanding and patience during this difficult time**