



April 27, 2020

Hello Everyone.

I truly hope that you and your loved ones are doing well and managing through this time as best possible. It is surely something that none of us could ever imagine and still, with all the unknown to come, it's important that we continue to care for ourselves and all that we love.

Without knowing many things, I cannot book any clients without much more information and I still must figure out how to prepare. I have started in some small ways and am watching many industries similar to what I do in my private sessions and group classes and trainings. I have spoken to many that work in similar ways and all agree that this will require much patience and consideration. There are things I will be mandated to do in the studio and things that my family will need. All of this will require me to space things out much differently and the details are still being worked on.

Because I have missed, at this point, 1.5 months of clients and will be missing at least 2-4 more weeks, I will go back and work in all the clients that have missed and still work in those to come...but this will take time and patience. I will not be able to work with anyone on a weekly basis to begin until I get all in and the situation organized. This will all, also, require my schedule to change with days and times. I will book at least 1 session if possible in the first month open for everyone that is on a regular time with me. Everyone has their own comfort level with this situation and it will take me quite some time to iron it all out. It is only fair to go back to those that have been waiting the longest (canceled appointments that were at the very beginning when we were mandated to close) and get them in first and go from there. Many service-based professionals are doing the exact same thing. I do realize that this may not be what is wanted by some, but I have no significant room to adjust and all I do will take significant time and effort. I will have to keep my hours lower at first for some time due to the extra work for classes and cleaning and my family's needs...plus I need to consider my own health.

None of your sessions will expire. If you have gotten emails about expirations, they are automated from our system. It is way too difficult to keep taking the time to adjust as we go and will be much easier once we have more details to adjust them accordingly. Just like all small businesses, I have had to lay off all of my staff and they are doing what is best for their families to get by during this time. I will have help as I get closer to making more decisions when I see a time that I am permitted to and am ready to open and we will adjust things then.

Please be considerate to all that I need to work on to figure out something that no one has had to figure out before. I do realize that you all have needs and will do my best to consider all I can as I work on a process. It is going to take me quite some time to reach out to each of you once I get an idea of an opening date. Essence is not a "gym". Even when they are opened, they will be limited to less than 10 people in an area, a limited percent of people in, and my 1-on-1 work is very much like massage or a hair stylist with close proximity. Masks and temperature taking will be mandatory at essence and I will need all of you to be very vigilant and honor not coming in with any symptoms at all. I have a child that is high risk (he was on medical leave from school before this even began) and my husband is already in a tough situation working at the hospital. I cannot take any extra risks at all and will not work with those that have any symptoms nor will I come in to work with symptoms.

I am fully aware that this situation is very difficult, and I miss you all so very much. I want nothing more than to get back to a place of balance and well-being for everyone. I will be in contact once I know more and can plan a schedule. Please feel free to reach out to me if you have any questions. Peace and love to you all,

Diana Spiess