

# Terms and conditions

IT IS YOUR RESPONSIBILITY TO READ AND ENSURE YOU UNDERSTAND THIS DOCUMENT. ANY LOSSES CAUSED BY THE CUSTOMER BEING ILL-INFORMED WILL NOT BE CONSIDERED.

## **All sales are final and non refundable.**

Once your ticket/course has been activated we are unable to issue refunds.

All **partially used purchases** are non refundable and non transferable.

## **NO EXCEPTIONS.**

### **Block courses (Pole Foundations):**

- It is your responsibility to make sure you are able to attend ALL classes in your block course. No transfer and no refund policy applies.
- If you are unable to make class, you are entitled to **1 make up class**. This class is to be taken within the duration of the course or within 4 weeks from the last class of the course and can be done by attending another class in the schedule.

### **Transfers (Drop ins & Memberships):**

- If you cannot attend class, you can transfer your class to another date using our website booking system. Transfer is allowed only **once** per ticket, no later than 24h before class start time, otherwise no transfer and refund policy applies. If you cannot transfer your class, get in touch with the studio via email at least 48h prior to start of the class.

## **Membership policy:**

- To **cancel your membership**, please inform your instructor. Giving at least **2 weeks notice** is required.

The 2 week cancellation period commands at the time you made your instructor aware.

- If you wish to **temporarily pause/hold** your membership with the intend to come back, make sure to inform your instructor at least 1 week prior.

Memberships can be paused and resumed up to **4 weeks in total**.

You can decide to spread your hold period across separate dates or take it all together. Payments will be collected again after this time.

- Memberships will be automatically paused when studio is closed for time off. All charges will resume on the week of first scheduled class unless student notifies management otherwise.

**Add on classes:**

- Open training - Unguided session that can take place in any class. Subject to availability, please check the schedule.

**Cancellation:**

Cancellations **made by the studio** will be notified through email/text. Classes may be cancelled unexpectedly.

There will be a guaranteed make up class/studio credit for those who were booked into the class which is being cancelled. This class has to be taken within 60 days from the cancelled booking. Failure to book in will result in a loss of the class.

Shall a class fall onto a public holiday, customer will be given a studio credit to use for any class. No refunds.

- 2 or more students are required for **Drop in** classes to run. If there is less than 2 students you will be given a choice to change classes to another time or day (Drop in only). Cancellations will be made at least 4 hours prior to class.
- It is up to the client to keep updated on any cancellations by checking texts//email. The **studio will not be responsible** for students who are not informed of any cancellations, and as a result will not be responsible for any purchases lost due to the client being ill-informed.
- Each pass/session must be booked under the name of the person attending only. You cannot book using your pass for a friend or other member. Bookings are essential. No walk ins. You will not be allowed in class unless you have secured your spot by purchasing a class/course.

**Bring a Friend Passes**

- Clients may bring a friend into a class for between one-three complimentary visits once a year.
- Specific Bring a Friend classes will be scheduled throughout the year to use these credits. 3 or more students are required for these classes to run.
- Booking is essential and subject to availability for that class.
- All participants must set up website log in and sign a liability waiver prior to commencing a class.

**Arriving on time:**

It is strongly advised to arrive 5 mins prior to class.

We **cannot allow** anyone into the class **10 minutes** after the start time. If you are late, you will lose the session or credit.

**Studio policy:**

In no circumstances it is acceptable for students to teach or spot other students. All instructions and spotting will be provided by the instructor only.

No photos or videos may be taken within the class unless approved by the instructor. We encourage celebrations of new moves and progress tracking, but often like many things, pole moves need to be polished and executed in a safe manner before sharing. If these pictures are not up to standard there may be a possibility that an experienced poler may see such moves and recognise quality of what would pass as “acceptable” at the studio.

Any lotions or oils not to be worn on arms and legs as this can make the pole slippery and cause injury. Anyone who arrives wearing any lotions or oils will be unable to participate.

No jewellery, such as bracelets, big necklaces, rings, leg bracelets or toe rings to be worn during class. This can damage the pole and can be a potential hazard.

Any body piercings, such as bellybutton piercings or nipple piercings to be removed before class to prevent catching and potential risk of injury.

**Equality policy:**

We are committed to encouraging equality and diversity amongst all team members and students alike, whilst seeking to extinguish any unlawful discrimination.

At Pole2Flow we will not discriminate because of race, religion, ethnicity, age, disability, gender reassignment, marriage or civil partnership, sex [gender] or sexual orientation. Pole2Flow will further not discriminate against any other associated characteristics and will take all steps to provide an environment where by all staff, teachers and students treat each other equally, fairly with respect.