

Pole Play Studios

Terms & Conditions

Pole Play Studios provide their services to you subject to the following conditions. If you visit or shop with Pole Play Studios or within this website, you agree to and accept these conditions.

Please read PPS Terms & Conditions carefully prior to booking all classes, courses and parties. We cannot be held responsible for any errors caused by failure to read or understand them in full. Please ensure that you have read the relevant section of the Terms & Conditions.

To help us comply with government regulations we are asking for everyones help in maintaining social distancing and cleaning protocols

With this in mind we ask you to please:

- Stay home if you are feeling unwell or showing any flu like symptoms
- Bring your own water bottle, pole cloth, sweat towel, yoga mats & blocks etc
- At check-in you will need to advise us of your phone and email contact details
You will also be asked the same important questions everyone asks these days, and if you answer yes to any of the questions, you will be unable to attend
 - If you have returned from overseas within the past 14 days
 - If you have been in contact with a confirmed case of COVID-19 in the past 14 days.
 - If you have COVID-19 like symptoms
- Be sure to pre-book for all classes. No drop ins until further notice
- Make use of the hand sanitiser in the office on arrival
- Maintain social distance

After class please

- Use the methylated spirits on your pole cloth to wipe down the poles and the metho bottle which you have used
- Use one of the plastic spray bottles to disinfect the floor and wipe it up

Thank you for your help in keeping the studio safe and clean for us all to train in

Bookings are confirmed and held with payments

Deposits

All deposits are non-refundable

Cancellations

All cancellations, credit and refund requests must be made in writing.

Cancellation date is taken from the date of written contact and cannot be backdated to missed classes.

8 week courses include an \$80 deposit. Short courses include a \$50 deposit. All deposits are non-refundable.

Cancellations must be made more than 48 hours prior to the commencement of the class or course or no refunds will be issued, including in sickness or injury.

Cancellations outside 48 hours notice incur a \$30 Administration Fee.

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Where there is space in another pole dance course of the same or lower level after all full course bookings are taken within two months of the missed lessons you can transfer.

Transfers incur a \$30 Administration Fee.

Less than 48 hours notice - No refunds or transfers.

Failure to arrive will incur a full cost fee.

Our cancellation policies also apply to bookings made using existing credits or transfers.

If you cancel inside 48 hours and believe that it is due to unavoidable and extreme circumstances out of your control you can apply for a Special Circumstances credit or refund which will be issued at the discretion of Pole Play Studios.

Credits will be arranged at the discretion of Pole Play Studios.

Credits are non-refundable and not redeemable for cash.

Credits must be used within twelve (12) months of the original enrolment date.

Discounts

1 discount per customer. So if you qualify for more than one, choose the better one!

Prepaid Packages

Prepaid Packages are valid for 6 months from the date of purchase

Ultimate Pole Class Packages are valid for Ultimate Pole Classes only

Prepaid Packages are non refundable though if you do need to sell them or gift them we will transfer the pass to the new name for you for a \$20 Transfer Fee or 1 class clicked off the pass.

Private Lesson Cancellations/Transfers

Outside 48 hours - Full Refund or 2 Transfers

Outside 12 hours - 50% Refund or 2 Transfers

Inside 12 hours - No Refund or 2 Transfers

Parties

Parties at Pole Play Studios and at venues of your choice require a non-refundable \$100 deposit.

Party Cancellations/Reschedules

Should you need to reschedule your Party for any reason we will hold the deposit in credit for you for a period of 12 months from the original date of the event provided you give us a minimum 48 hours notice. Cancellations inside 48 hours will forfeit the full deposit. Once your deposit has been received your Party booking is confirmed. We then get in touch again early in the week of the event to arrange final numbers and full payment. We do not give refunds for people who have confirmed and paid but do not show up to the event. We recommend that you pay for the people who are definite about attending and if there are a few extras who are unsure (max 3) then they can pay on arrival.

Under 18s

Students under 18 years must have their medical form signed by a parent or guardian.

Students under 15 years must be accompanied by a parent or guardian to their first class.

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Childcare Policy

While we aim to provide a space for adults to play away from the children, we understand that this is not always possible. So for those times when you really have no other alternative and do not wish to miss your class, you may bring your children provided that they are under adult supervision at all times and they are not disruptive to the class, the studio or to other customers. This goes for fur and feather babies too :)

Photography & Film Policy

At Pole Play Studios we ask that you help us to respect everyone's privacy. This means: No filming or photographing Instructors or other students without the clear and express permission of every person in the pictures or videos.

No posting anything anywhere online without the clear and express permission of every person in the pictures or videos.

If you do accidentally post something with others in it and they ask you to take it down please do so immediately.

You are welcome film yourself and post it as much as you like. Please tag us!

Missed Class Policy

When you miss a class in a pole dance course and give us a minimum of 48 hours written notice you can book another class in another pole dance course of the same or lower level, where there is a spare pole within two months of the missed lesson at no extra charge. Complimentary Catch Up Classes are not guaranteed as there isn't always space, so it's always best to come to the classes which you have paid for when you can.

Pole Play Studios does not give Complimentary Catch Up Classes across the board every time students miss a pre-paid class, but we do our best to give you extra lessons where possible.

Students are asked to make their Instructors aware of any classes which may be, or have been missed and they will spend some extra time in class to ensure that the student is caught up.

Bookings are necessary. If you book a Complimentary Catch Up Class and do not cancel outside 48 hours you forfeit the class.

Students attending Complimentary Catch Up Classes are asked to follow the class curriculum.

Pole Play Studios reserves the right to change or cancel a class, workshop or course up to and including the date of the course if insufficient bookings have been received. In the event of a class or course being cancelled every effort will be made to avoid inconvenience by offering alternative dates and times. If we are unable to offer a suitable replacement time a voucher valid for 12 months or a refund will be given at the discretion of Pole Play Studios management. Vouchers are valid for 12 months only and refunds will only be issued in exceptional circumstances at the discretion of Pole Play Studios management.

All participants in any Pole Play Studios event must acknowledge that pole dancing can be strenuous and it can at times be dangerous. Participants must rely upon their own judgment in participating in any exercise or movements. Pole Play Studios will not be held liable for any pre-existing injuries or ailments or for any injury, loss or damage, which may be sustained as a result of participating. While we take all precautions to assure the safety

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of everyone involved, Pole Play Studios will not be held liable for any injury or medical condition suffered by the client while participating in any dance class or entertainment package offered by Pole Play Studios.

Students are asked to do their best to ensure safe practices at all times.

Students are asked to be respectful of each other and the space and to cover the costs of any damages or loss to stock or property incurred by them.

By booking into any Pole Play Studios class or event you agree to confidentiality.

Pole Play Studios reserves the right to change these Terms and Conditions at any time without notice.

Thank you

