

STUDIO RULES & CLASS POLICIES

GENERAL POLICIES

- No refunds. Studio credit only.
- If you need to reserve for more than one person please call studio to do so.
- All prices and services are subject to change without notification.
- Must be 18 or over to participate in any class.
- We are a private women-only fitness center dedicated to keeping a women only work out environment.
- No nudity.

CLASS POLICIES

Drop In Classes

- No refunds..studio credit only.
- It is the student's responsibility to monitor the expiration date. We will not extend the dates of any single class or class card. No exceptions.
- Cancellation Policy: Must notify PoleLaTeaz at least 24 hours prior to class starting or class will be deducted from your account and considered "used" even though you were not present.

4/6/8 Week Series

- Make-up Policy: students are allowed one make up class per session. PoleLaTeaz will make every effort to schedule your make-up class but can not guarantee it since it is up to the students schedule and availability.
- You must notify PoleLaTeaz at least 7 days in advance prior to your series starting if you want to transfer to another day. If you notify PoleLaTeaz with less than 7 days notice, transfer fees apply.
- If you will not be able to attend your series class you must notify PoleLaTeaz at least 7 days in advance prior to your series starting. If you notify PoleLaTeaz with less than 7 days notice, cancellations fees apply. You must use your series within one year.
- If a series is offered more than once a week you may attend another class that week by notifying makeup@polelateaz.com first. You must wait for confirmation from PoleLaTeaz before you attend your makeup class.
- If a series is only offered once that session please contact PoleLaTeaz Management for other options.
- No refunds on unused classes...remember you are paying a "tuition" and not "per class".
- OPEN POLE- is only for students who are currently enrolled in Pole Levels 1-6. If you are a past student, but not currently enrolled, you may come to an open pole session for a fee of \$15.00.

Weekend Workshops

- No refunds..studio credit only.
- Credit must be used within one year from date of purchase. PoleLaTeaz will not extend date.
- You must notify PoleLaTeaz at least 24 hours in advance to cancel and receive full credit. If PoleLaTeaz is notified with less than 24 hour notice no credit will be given and class will be considered "used" even though you were not present

Private Lessons

- Payment in full is required to book
- No refunds..studio credit only
- You must notify PoleLaTeaz at least 24 hour in advance to reschedule your private lesson.

If given less than 24 hour notice, fees will apply.

Private Parties

- \$50.00 non refundable/non-transferrable deposit due upon booking.
- PoleLaTeaz has right to refuse service to anyone who appears intoxicated, under the influence and a harm to others. All monies will be forfeited.

MEMBERSHIP PACKAGES

- If you chose the payment plan option, remaining balance will be charged either on the 3rd week of the session(Diamond Package) or 4th week of the session (Goddess Package). Remaining balance MUST BE paid through our secure credit card Auto-Pay system. When you check in on the first day of your series class the receptionist will set up your autopay date, store credit card information, and give you exact date that your card will be charged.
- If autopay is declined you will not be permitted to participate in any classes until your balance is paid in full. PoleLaTeaz is under no obligation to offer any makeups classes due to a declined autopay. Declined autopays will prevent you from participating in any future payment plan options with PoleLaTeaz.
- You can start using your drop in classes AFTER your series starts...not BEFORE.
- All drop in classes must be used during the current session that you are enrolled in. Unused classes will not rollover to next session. NO EXCEPTIONS. Drop-in cancellation policy applies to members as well. Please read policy.

INCLEMENT WEATHER

- PoleLaTeaz will make every effort to contact students if classes are cancelled due to inclement weather. Our primary way of communication is via email and then by phone if necessary. Please make sure your student profile is up to date.

CLASS CALENDAR

- Class calendar is subject to change at any time. Instructors are subject to change at any time.

MEDICAL ROLLOVER

- Should you become injured during any of your sessions you must notify PoleLaTeaz immediately and provide a written note from your physician. Your classes must be used within one year from purchase date (as long as you are paid in full). A written release from your physician is required to resume classes.

STUDIO ETIQUETTE

*Please arrive 5- 10 minutes before class starts. Due to safety reasons, students will not be permitted to participate in any classes if they are more than 10 minutes late.

*Turn cell phones off or put on silent.

*Do not bring valuables into studio; please leave in trunk of car or at home. PoleLaTeaz is no way responsible for your belongings.

*No food, beverages, or candy allowed in studio. Covered water bottles ok.

*Please do not wear heavily soiled shoes in studios.(shoes with rubber soles are best to prevent slipping)

* Always advise instructor of any injuries.

*Do not use or attempt to operate stereo equipment.