

# Ottawa Pole Fitness Inc.

## Standard Policy

1 January 2018

### 1. General

- a. We accept Visa, MasterCard, Interac Online or cash as means of payment.
- b. We will not reserve a spot in a class for anyone without full payment.
- c. All students currently enrolled in an ongoing pole fitness session which is ongoing may take advantage of free practice time daily.
- d. One hour gift certificates can only be used for a class with an available spot.
- e. All students must sign a waiver before the start of their class, party or workshop. Failure to do so will result in the student not being permitted to participate and no refund will be given.
- f. Waivers cannot be modified to suit an individual.
- g. Classes and workshops must be pre-paid in full before a spot will be reserved.
- h. Ottawa Pole Fitness Inc. (OPF) is not responsible for any lost or stolen items.
- i. We reserve the right to postpone, cancel or change classes, workshops, names or instructors at any time.

### 2. Cancellation Policy

- a. Classes
  - i. If a student wishes to cancel their class more than 7 days before the start date, be a \$20 admin fee will be subtracted from the amount refunded.
  - ii. If a student wishes to cancel their class within 7 days of their class or while the class is in session, there will be no refund.
  - iii. After the class has started, there will be no refund.
- b. Workshops
  - i. All Workshops are non-refundable. We do not offer refunds or make-up time for workshops. All sales are final.
- c. Parties
  - i. When booking a party, a \$100 non-refundable non-transferable deposit is required to reserve your date and time, and the remaining balance owing is due before your party starts.
- d. For All Other Purchases
  - i. We do not offer refunds or exchanges on any other purchases from our store, products or gift certificates. All sales are final.
  - ii. Cancellation requests must be sent in writing to [info@ottawapolefitness.com](mailto:info@ottawapolefitness.com).

### 3. Sharing

- a. One pole per student; a student will not be asked to share a pole with another student for regular classes except in the following cases:
  - i. If a registered student wants a friend to join the same class and there are no unoccupied poles, they must be willing to share their pole with their friend.
  - ii. When we run promotional pole workshops or special events there may be 2 people per pole.
  - iii. If two students purchase a drop-in class and only one pole remains, they may share the last pole.
  - iv. Sharing of silks or hoops may be required for introductory workshops; this is mainly needed for spotting and safety reasons.

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## 4. Online Store

- a. Any merchandise purchased through the online store must be picked up at the studio.
- b. Proof of purchase is required when picking up merchandise by showing your receipt. ID is also required for pole purchases.
- c. We do not ship any purchases except for Gift Certificates, if requested via email to [info@ottawapolefitness.com](mailto:info@ottawapolefitness.com).

## 5. Classes

- a. Classes are non-transferable and cannot be sold without the written authorization of OPF.
- b. If a student wishes to switch their class to another timeslot, they may do so through their online profile up to 7 days before the class start date.
- c. A student cannot switch their class to another timeslot within 7 days before the class start date or while the class is in session. A student may request to be switched to another class by emailing [info@ottawapolefitness.com](mailto:info@ottawapolefitness.com); a late class switch fee applies.
- d. If a student chooses a student discount they must provide valid student ID to their instructor before their class starts.
- e. If a class is full, the class is automatically closed and will not accept new registrations to ensure a class is not overbooked.
- f. If a student misses a class, a make-up class may be provided in another class of the same level using the following guidelines:
  - i. A cash-only make-up fee must be paid at the office before class begins; fee is waived for students with 3, 6 or 12 month memberships.
  - ii. Students must obtain a make-up class card and present it to the instructor; students may not begin a make-up class without this card.
  - iii. Requests for make-up classes must be e-mailed to reserve a spot.
  - iv. Availability is offered on a first come, first served basis.
  - v. If a scheduled make-up class is missed, it may not be rescheduled and will be forfeited.
  - vi. Students may accumulate no more than 3 make-up classes.
  - vii. Make-up classes are forfeited 2 weeks after the end of the current session.
  - viii. Make-up classes for pole cannot be used for aerials classes and vice versa.

## 6. Workshops

- a. Student discounts may or may not be offered for workshops, at the discretion of OPF.
- b. All workshops are non-refundable and non-transferable. We do not offer refunds or make-up time for workshops. All sales are final.

## 7. Private Classes

- a. Private classes must be purchased in full from the online store before they will be scheduled.
- b. Private classes are non-refundable.
- c. If more than 1 private class is purchased, the class must be used within 6 months from time of booking.

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## 8. Parties

- a. Parties must be reserved online through the website.
- b. To reserve a party, a \$100 deposit is required, which will be applied to the final payment.
- c. Party deposits are non-refundable and non-transferable.
- d. No alcoholic beverages can be consumed or are permitted on the premises.
- e. If a participant has been drinking alcohol, they will not be permitted to participate and no refund will be given.
- f. If the number of people attending outnumbers the poles, then poles will have to be shared or the group may take turns in separate groups.
- g. Alcohol may only be consumed at the end of the party if time permits.

## 9. Membership

- a. Full payment is required for 3 month memberships.
- b. First and last month payments are required, along with a void cheque, for students purchasing 6 or 12 month memberships using pre-authorized debit.
- c. First-time members must pay an admin fee for debit processing. This fee does not apply if the membership is purchased in full through the website. Admin fee must be paid if membership has lapsed 2 months.
- d. Members receive free unlimited practice time whenever the studio is open for practice time while their membership is valid.
- e. Members receive a member discount off most workshops, parties, store purchases and online membership renewals.
- f. Members can take as many classes as they like in sequence from lower to higher, and may repeat classes if desired, as long as none of the classes overlap.
- g. Members can use "Fast-Reg" signups which means they may register for a class quickly without entering payment information.
- h. The fee for make-up classes is waived for members.

## 10. Holding

- a. To put a class or membership on hold, we require a medical note. To put classes and memberships on hold without a medical note, a non-medical holding fee applies.

## 11. Practice Time

- a. Any student who is enrolled in a class currently in session may take advantage of free practice time at the studio daily.
- b. Practice time is available on a first come, first served basis, since there is a limited number of poles.
- c. If all the poles are occupied then a student may wait for a pole to become available.
- d. Once a pole is in use by a student, they may use it for the whole hour if desired.
- e. Students who are not enrolled in a class must pay a one-time practice fee.
- f. Members of the public may attend practice time as long as they pay the regular practice fee.
- g. Practice time may not be available if a special event is planned.
- h. Students may be asked to present their student card during spot checks to ensure they are authorised to participate.