

# Ottawa Pole Fitness Inc.

## Standard Policy

01 June 2016

### 1. General

- a. We accept Visa, MasterCard, Interac Online or Cash as means of payment.
- b. We will not hold a spot open for anyone without full payment.
- c. All students currently enrolled in a regular 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 that has a free spot.
- e. All students must sign a waiver and Par-Q form 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 workshop must be pre-paid in full before reserving a spot.
- h. Ottawa Pole Fitness is not responsible for any lost or stolen items.

### 2. Cancellation Policy

- a. If a student wishes to cancel their class more than 7 days before the start date, there will be a \$20 + tax admin fee subtracted from the amount refunded.
- b. If a student wishes to cancel their class within 7 days of their class or while the class is in session there is no refund.
- c. Once a class, party or workshop is in session any cancellations are non-refundable.
- d. Cancellations 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.
- b. 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.
- c. An exception to this would be whenever we run promotional pole workshops or special events there may be 2 people per pole.
- d. Sharing of silks or hoops may be required for introductory workshops; this is mainly needed for spotting and safety reasons. No more than 2 per aerial.

### 4. Online Store

- a. Any merchandise purchased at the online store must be picked up at the studio.
- b. Proof of purchase is required when picking up merchandise by showing your receipt.
- c. We do not ship any purchases except for Gift Certificate purchases if requested via email.

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### 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 up to 7 days before the class start date from their online profile.
- 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.
- d. If a student chooses a student discount they must prove they are a student by showing their student ID 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 is provided for a small fee and an email must be sent prior to class in case class is full.

### 6. Workshops

- a. Student discounts may or may not be offered for workshops, this is at the discretion of OPF.
- b. All workshops are non-refundable and non-transferable.

### 7. Private Classes

- a. Must be purchased in full from the online store before making an appointment.
- b. Private classes are non-refundable.
- c. If more than 1 private class is purchased the session must be used within 6 months from time of booking.

### 8. Parties

- a. Parties must be reserved online through the website.
- b. To reserve a party a \$100 deposit is required which will go towards the final payment.
- c. Party deposits are non-refundable and non-transferable.
- d. No alcoholic beverages can be consumed during parties.
- e. If a participant has been drinking alcohol they will be asked to sit out and no refund will be given.
- f. If the number of people attending out numbers the poles then poles will have to be shared or the group may take turns in separate groups.
- g. Alcohol may be consumed at the end of the party only.

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### 9. Membership

- a. Full payment is required for all memberships.
- b. Members receive free unlimited practice time whenever the studio is open for practice time while their membership is valid.
- c. Members receive a member discount off most workshops, parties, store purchases and online membership renewals.
- d. Members can take as many classes as they like in sequence from lower to higher and repeat a class if desired as long as none of the classes overlap.
- e. Members can use "Fast-Reg" signups, which means they may register for a class quickly without entering payment information.

### 10. Practice Time

- a. Any student who is enrolled in a class, which is currently in session, may take advantage of free practice time at the studio daily.
- b. Practice time is available at 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 may 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 there is a special event planned.
- h. Students may be asked to present their student card during spot checks to ensure they are entitled.