



Pole Divas Franchising Pty Ltd (ACN 118 429 593), Aerial Divas Franchising Pty Ltd (ACN 601 855 547) and Pole & Aerial Divas Franchisees (“Pole Divas”, “Aerial Divas”, “we”, “us”, “our”) have adopted this Cancellation Policy which applies to all our services including pole and dance classes, courses, workshops, privates and functions booked by clients (“you”) at any Pole Divas/Aerial Divas studio.

1. Types of Classes and Bookings

1.1 Casual Classes

Casual classes are available and must be booked and paid for in full before commencement of the class.

1.2 Casual Class Passes

We offer casual Class Passes which enable you to purchase a group of 10 classes in advance. The Class Pass must be paid in full in advance prior to attending any casual class using your pass. The Class Passes are valid for 3 months from the date of your first class, and can only be used by the purchaser. The Class Passes are only redeemable at the studio of purchase.

1.3 Courses

Our courses usually consist of 4 or 8 x 1hr classes held within a Studio Term. A \$100 booking deposit is taken when you book into the course, and the balance is to be paid in full 1 week prior to the course commencement date.

1.4 Workshops

Workshops are specialty classes held regularly throughout the Studio Term. Payment for Workshops must be made in full upon booking the Workshop.

1.5 Private Tuition

Private Tuition are a specialty session booked by appointment throughout the Studio Term. A booking deposit for the studio hire is taken when you book and the balance paid to the instructor prior to starting the session.

1.6 Functions

Studio Functions are available for larger groups usually for recreational purposes. Tentative bookings can be made initially, with the booking deposit of \$350 to be paid within 2 weeks of the tentative booking. We can request this to be sooner depending on the season and how far away the function is to the booking. Any balance can be paid on the day prior to the function commencing.

2. How to Cancel

To cancel any of our services listed above, please contact your Pole Divas/Aerial Divas studio directly.

**PRAHRAN 9529 3399 RICHMOND 9421 5951 MORNINGTON 5976 2978
MOONEE PONDS 9078 3731 CAROLINE SPRINGS 8390 6699 HAMPTON 0402 260 852**

3. Notice of Cancellation

3.1 Casual Classes

A minimum of 8hrs notice is required to cancel a Casual Class. The class fee is not refundable but can be transferred to another class subject to availability. If you late cancel by providing us with less than 8hrs notice, your class fee is not refundable.

3.2 Courses

A minimum of 7 days' notice is required to cancel your participation in a Course prior to its commencement. If you give us the required notice we will refund your Course fee less a cancellation fee of \$100. If you give us less than 7 days' notice there is no refund or transfer on any part of the Course fees. If you drop out of a Course once it has commenced, you will not be entitled to a refund for the remainder of the course.

Make-Up Class Policy – If you are unable to attend any of the classes within the Course, we offer you A Make-Up Class provided you give us a minimum of 2hrs notice of a Course class. Make-Up Classes can only be taken within the same Studio Term as your course is for, subject to availability. Casual Classes cannot be used as Make-Up Classes.



3.3 Workshops

A minimum of 24hrs notice is required to cancel a Workshop. The Workshop fee is not refundable but can be transferred to another Workshop subject to availability. If you late cancel by providing us with less than 24hrs notice, your fee is not refundable.

3.4 Private Tuition

A minimum of 24hrs notice is required to cancel a Private Tuition session. The deposit is not refundable, but with the required notice can be transferred to another time, subject to availability.

3.5 Function

A minimum of 4 weeks' notice is required to cancel a Function. The Function deposit is refunded excluding a \$100 cancellation fee, or you can transfer your function to another date, subject to availability. If you do not provide the required notice, there is no refund and no transfer of the deposit.

3.6 Intro Offer – 5 Casual Classes for \$50

8hrs notice is required to cancel any Casual Class you book into under this special. If you late cancel by not providing us with the required notice you will lose that class from the offer.

3.7 Warm-Up Policy

If you are more than 5 minutes late for the start of a class, and therefore missing a significant section of the warm-up, you will not be allowed to join the class as it is unsafe to do so. However we will offer a Make-Up Class that can be taken in the same studio term, subject to availability.

4. Additional Information

Pole Divas/Aerial Divas reserves the right to change this Cancellation Policy at any time and will post an updated version of this policy on our website www.poledivas.com.au.