



All Pole & Aerial Divas studios (“us”, “we”, “our”) have adopted this Cancellation Policy which applies to all our services including pole, aerial and dance classes, courses, workshops, private and functions booked by our clients (“you”).

CLASSES – COURSES AND CASUALS

A minimum of 8 hours’ notice is required to cancel a class. Cancellations can be made through the Pole Divas App or your client account on our website poledivas.com.au. A cancellation will not be accepted by any other form of message or contact.

If you cancel outside of the 8 hour window, the fee is not refundable, but you will be entitled to do another class subject to availability, your ability level, and prior to the expiration. Expiration will be the end of the studio term for members, or the expiry of the class pass if using an upfront payment option.

WORKSHOPS

A minimum of 24 hours’ notice is required to cancel a workshop. The workshop fee is not refundable but can be transferred to another workshop subject to availability and if cancelled 24 hours prior to the workshop. If you cancel within 24 hours of the workshop, your fee is not refundable or transferable to another service but can be transferred to another student.

GUEST INSTRUCTOR WORKSHOPS

These are booked directly through the instructor and therefore subject to their individual terms and conditions. Please check terms prior to booking your guest instructor workshop. Guest instructor bookings CANNOT be cancelled through the studio. You must cancel directly with the guest instructor.

NO LATE ENTRY

Once the class has commenced, you may be refused entry. Please ensure you arrive on time to avoid being locked out of the class. It is important for your safety that you complete the warm-up in it’s entirety before commencing your class. Should you arrive late, we will offer a makeup class by returning the session to your account, subject to availability.

FUNCTIONS

A minimum of 4 weeks’ notice is required to cancel a function. The function deposit will be refunded less 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.

TRANSFERS

Class passes and memberships are not transferrable between studio locations. You cannot transfer your class pass, membership, private tuition, or function to another student.

PRIVATE LESSONS

A minimum of 24 hours’ notice is required to cancel a private or group private lesson. The studio hire fee is not refundable but can be transferred to another time subject to instructor availability and if cancelled 24 hours prior to the lesson. If you cancel within 24 hours of the lesson, your fee is not refundable or transferable to another service.