

# BEFORE YOU BOOK *Please read...*

## • **PAYMENTS**

If you are booking for your 1st class we do ask for Payments up front.  
Payments can be made by CASH, PayPal or Bank Transfer.

## • **MEDICAL FORM**

You will need to fill in a PARQ form before participating in physical activity.  
This is to make sure you are medically fit before you take part in the class.  
If you have not filled in a form please make sure you arrive 10 minutes early to class to complete it.  
If you do have any medical issues or injury's please let a member of the team know before you start the class.

## • **STUDIO POLICY**

Students are asked to respect teachers and listen to their instructions only.  
Please be kind and thoughtful to both Students and Instructors. We do not tolerate unfriendly and rude behavior.  
Tidiness is important to both yours and other students safety.  
Please make sure belongings are kept neatly and out of the way.

## **CANCELLATION POLICY**

We operate on a cancellation policy whereby if you cancel within 24 hours of your booked lesson, you will be charged 100% of your lesson fee and effectively losing that class.

Terms and conditions apply to All - PAYG, Private Lessons or 4 classes for 40 pounds offer from the moment you book on for your Pole Fitness lesson.

If you feel you can not keep to the terms and conditions then we recommend you looking into different studios.  
If cancellations are consistent we have the right to ask for payments up front or ask the student not to return.

The 4 classes for 40 pounds has been designed for people that would like to book on continuously and save money from the offer by doing so. Your 4 classes must be used up within 6 weeks of your first lesson.  
If lessons are pushed over the 6 weeks, the value of each class will convert back to 12.50 pounds per class (4 lessons of the total cost of 50 at 12.50 pounds per class)

If you miss your class due to a genuine emergency you would be able to make up for it at another one of our studios within the same week either at Reigate, Coulsdon, Epsom or at our Bookham.  
You must book on for your regular class as well to qualify for a make up lesson.  
Make up lessons are a good will gesture, they are not to be taken advantage of and we do monitor these.

### **IMPORTANT**

24 HOURS is 24 HOURS BEFORE YOUR CLASS STARTS.

6.15pm, 7.15pm or 8.15pm the day before.

Not 10pm at Night the evening before. PLEASE TAKE NOTE OF THIS.

*Once you have read this, please confirm before you book your space.*

# FAQ's *Everything you need to know...*

## • **CLASS COSTS**

Individual Classes are £12.60 PAYG or 4 classes for £40

## • **OUR STUDIO LOCATIONS**

Reigate, Coulsdon, Epsom, Bookham, Guildford.

## • **IS THERE PARKING AVAILABLE?**

There is Free Parking at all of our studios.

Please make sure to arrive early for you to get a good spot!

## • **HOW DO I BOOK ON TO A CLASS?**

You will need to contact us on the Facebook Page,

by Email [hello@polerocks.co.uk](mailto:hello@polerocks.co.uk)

by Text or Phone Lauren for Guildford 07500 660686 or Sam 07415117388

## • **CAN I JUST TURN UP?**

No, we do require bookings beforehand as we cap class numbers.

## • **HOW MANY PEOPLE WILL THERE BE TO A POLE?**

We strictly take a maximum 2 to a pole.

## • **WHAT DO I WEAR?**

Wear what you feel comfortable that does not restrict movement. Leggings, Gym wear, Yoga wear.

It is bare foot and you WILL NEED TO REMOVE RINGS AND WATCHES before you get onto the poles.

We do ask you to avoid **Moisturisers and Oils** up to 2 days before the class. Moisturisers will make you as well as who you are sharing with slippery too.

## • **DO I NEED TO BRING ANYTHING?**

Make sure to bring a drink to stay hydrated.

Please bring 2 hand towels, one which will be wet and the other to dry.

We prefer you not to use Chalk in classes. Hand Sanitiser and Towels are recommended.

## • **CAN ANYONE DO POLE?**

We take from 16 upwards. Pole is for all ages and sizes.

We will help you to develop at your own pace and ability.

## • **TIME KEEPING**

Please make sure you arrive 5-10 minutes before the class to make sure you take part in the warm up.

If you arrive late you can not take part in the class without warming up.

We ask you to leave early to allow time for traffic. As per our Cancellation Policy you will forfeit your class if you do not turn up or can not make it.

## • **I NEED TO CANCEL LAST MINUTE, CAN I MOVE MY CLASS OVER TO NEXT WEEK?**

Unfortunately we will charge for any class missed that is not cancelled before the 24 hours.

We can not move it over to the following week.

We understand that life happens but we do not make exceptions. Neither do any specialised studios.

To help you we offer make up classes which will act as your lesson so you do not effectively lose a class.

Please read our Cancellation Policy.