



Pole Reservation and Cancellation Policy (for Pole Classes Only)

Our classes and practice sessions are organized for you to be an enjoyable experience. We strive to provide you with an excellent opportunity to invest your time into yourself. We offer you an excellent team of instructors, a gorgeous room with high-quality poles and we work hard to make sure you are very satisfied with your experience at North Pole Dance, Inc.

An important part of your routine is booking your pole for a class or a practice session. Please review this Policy carefully, your satisfaction is our priority.

Please confirm your attendance with us every time 24 hours before your class/practice starts and make sure you get a confirmation. You can place your request with our administrator via:

- Email: info@northpole.dance; please put "Pole reservation request" as a subject;
- Support chat on our website;
- Text message;
- Phone call;
- In person with our administrator.

You will get our confirmation within 3 working hours of your request. Please note: North Pole Dance, Inc. studio working hours are 10 AM – 10 PM on the weekdays and 10 AM – 3 PM on the weekends. We do observe statutory holidays.

You can reserve up to 7 days forward!

If you are late for the class, please give us a notice in advance. If you are more than 5 minutes late, it will be considered a no-show with the following consequences:

- If you use membership, you will be charged CAD \$10 for the class you missed without notice.
- If you use punch card, this class will be punched for during your next visit.
- In both cases, your pole might be offered to another person if someone is waiting to join.

Members with 6+ months commitment may be given an opportunity to reserve up to 14 days forward.

Members who skip classes without notice might lose the privilege to reserve past 24 hours forward.

If the class you like to join is full, you can sign up for the wait list. You will be notified immediately if a spot becomes available in that class.

If poles are available at the beginning of the class, members can join without notice, provided that the class is not cancelled because no one booked. Unassigned poles can be made available before class starts. If someone is 5 minutes late to the class, their pole will be also made available to those present and on standby.

YES, I read and understood the Pole Reservation and Cancellation Policy. I accept it and agree to abide by it. I understand that deviation from this policy might result in loss of booking privileges.

Signature: _____ Date: _____