

Terms and Conditions

Welcome to Superwoman Pole Dancing School. For a smooth future relationship with us please read our terms and conditions before you book your classes.

Booking and Cancellation policy for private classes

Please note that to book a private session you need to pay upfront to secure your slot. The upfront fee is the full amount of the private class.

We operate a strict cancellation policy as timeslots are limited. You must cancel your booking no later than 24hrs before the scheduled start time or you will lose your payment. WE DO NOT ACCEPT BOOKINGS OR CANCELLATIONS OVER INSTAGRAM AND FACEBOOK MESSAGES AS THEY MAY NOT BE SEEN ON TIME. Please contact us via this number 07429 435 727 (this number is only for private bookings, please note if you try to cancel your group class booking thorough this number it is not acceptable) OR email us at superwomanpoledance@gmail.com . Please note that this phone number and email inbox is monitored between Monday-Friday 9am -6pm.

Cancelling a private class more than 24hrs before class:

No problem! If you cancel your class with minimum 24 hours notice than you can move your session to another time. Please consider that private session spaces are limited on our timetable so you will given a new time slot when there is a free space available. We do not issue refunds.

Cancel a private class less than 24hrs before class

Payment will be lost. As it is highlighted in our Terms&Conditions.

Cancellation policy for Group Sessions and for membership holders

We operate a strict cancellation policy as classes are very popular. You must cancel your booking on your online account no later than 24hrs before the scheduled start time or you will lose your payment. WE DO NOT ACCEPT BOOKINGS OR CANCELLATIONS OVER INSTAGRAM AND FACEBOOK MESSAGES AS THEY MAY NOT BE SEEN ON TIME. Please contact us via 07426 801 923 or email us at superwomanclasses@gmail.com

Cancel a group class more than 24hrs before class:

No problem! Please log in to your Smoothbook account and you will be able to change your timeslot. If you have any problems with that please contact our Admin on 07426 801 923 or email on superwomanclasses@gmail.com. Please respect that we don't accept any other form of contacts for cancellations. Also please note that our admin works between Monday-Friday 9am -6pm. **We do not issue refunds.** If you have a membership, then you are able to cancel with no further charge.

Cancel a group class less than 24hrs before class

Payment will be lost. As it is highlighted in our Terms&Conditions.

Workshops

To Book a space in one of our workshops the payment must be made in full at the time of booking to secure the slot. We operate a 48hr cancellation policy for these bookings as our workshops are very busy. If you cancel more than 48hrs before the booking, you are able to re-book for a future workshop. **Please note that we do not issue refunds.** If you cancel less than 48hrs before the booking, the payment will not be credited for a further workshop and payment is lost.

Birthday and Hen parties

To Book a Birthday, Hen or a Private Party the payment must be made in full at the time of booking for the minimum party package price (please ask for party package prices). Any additional guests for the party must be paid for before the start of the party. If the party is cancelled more than 7 days in advance of the chosen date, then you can either transfer to a new date for free, or cancel and receive a refund for the amount paid minus a £50.00 admin fee, If the party is cancelled less than 7 days in advance of the party, then we will not issue any refund but you can transfer to another date for a £50.00 admin fee. If you do not contact us to arrange a transfer of your booking by the date of the original party, then the payment is lost.