

At Dream Dance Fitness, our policies help us provide and maintain the best atmosphere and service to our clients and staff. We uphold a safe and professional environment and we ask that you do the same in respecting and adhering our studio policies listed below. If you have any questions regarding our policies, please contact the studio. We can be reached via email at: [info@dreamdancefitness.com](mailto:info@dreamdancefitness.com) or call us at (516) 998-8308

### **New Client:**

- All students are required to complete an online profile on our MindBody schedule page before attending class. This is done in order to register for classes, workshops, and/or events.
- When visiting the studio for the first time, students are required to sign a waiver even if signed online.
- We are an 18+ only studio. If you are booking a party and there is someone underage, parents must accompany their child with a present valid photo ID that matches their child's information, and sign a waiver.

### **Sign-up Policy:**

- Walk-ins are not permitted. If you plan on attending a class, we recommend you reserve a spot by using our online scheduler. Unfortunately, any class with less than 3 participants within 12 hours before the class is scheduled to begin, will be canceled; so we highly recommend you register ahead of time. If we cancel a class, you will receive a text notification and a credit back to your class package (no refund).
- Group of 4 or more are not permitted to attend regular scheduled group classes. Please book a private party.

### **Class Cancellation Policy:**

- If you need to reschedule or cancel a class, you must do so at least 12 hours before your scheduled class begins or your class will be forfeited. Cancellations are to be done by logging into your Mindbody online account. We regret we cannot accept cancellation request over the phone, text, or via email.
- If you are a member of our studio, if you late cancel, you will be charged a \$12 late cancellation fee for each late cancel by the end of the week/month.

### **Lateness Policy:**

- We ask that you please arrive 5 minutes before your scheduled class so you can be prepared. For your safety each class contains a 15-20 minutes warm-up. If you are late for the warm-up, you will not be allowed to participate and forfeit your class. If you no-show you forfeit the class.
- Private sessions: If you are late for your scheduled private session, it will result in a shorter private time. If you no-show you forfeit the private lesson.

### **Proper Attire Policy:**

- We ask that you please wear the proper attire when visiting our studio. Pole and aerial class: no lotion, wear leggings with shorts underneath, with a tank top or tee-shirt. Class will be performed barefoot or in socks. For zumba or other fitness classes: wear leggings/shorts, tee-shirt/tank top with socks and sneakers. Your sneakers should not also be outdoor sneakers. Please carry them to the studio, and put them on while you are inside.
- No undergarment or clothing with obscene pictures, logos, and wording are allowed to be worn in the studio or as workout attire.
- For your safety and to keep our equipment and apparatus from damaging, we ask that you wear clothing that are "zipper and metal free" and remove all jewelry, watches, and metal hair clips.

### **Refunds and Transfers Policy:**

- Class packages, workshops, private sessions, and membership contracts are non-refundable and non-transferable.
- Please keep track of the expiration date when making your purchases and make sure to use all classes before that date. We will not extend the expiration date or refund you for any unused classes or sessions.
- For private party, please see our Party section for refund policy in contract.

### **Filming Policy:**

- We asked that you please respect the privacy of our students by asking the instructor and other students if you can film during class. If you want to take pictures or film yourself, you are welcome to do so after class, before the next class starts.
- Photoshoots, pictures and videos taken at the studio may be used for advertising

### **Cell Phone Policy:**

- We ask that you please turn off your phone or place it on vibrate during class. If your any reason (include texting) you need to use your phone during class, please exit the room into the back hallway.

### **Food, Beverage, Usage:**

- No alcohol beverages permitted on premise.
- No open beverage containers allowed in the studio area.
- Food is not allowed in the studio area.
- No alcohol or drugs are allowed to be consumed before you participate in any activity at the studio. If you are intoxicated when arriving to our studio, you will not be allowed to participate in class and will forfeit your class.

## **Studio Etiquette:**

- Dream Dance Fitness strives to provide a brave, safe, friendly, no judgment environment. We have a zero tolerance policy for bullying and disrespectful behavior towards our staff and fellow students and their personal space and belongings. If such behavior occurs, you will be asked to leave the premise immediately and will be banned from attending classes at Dream Dance Fitness.
- All environments need to be hygienic and safe for employees and students. It is very hard to approach a student about a lack of cleanliness or a foul body odor. However, you're here to get healthy, strong and fit which means you're going to sweat. Strong odors are a terrible distraction and an embarrassment for the student, should a classmate be insensitive and say something out loud. To avoid these problems, please be sure all dancewear is laundered after each wearing, and underwear is to be worn at all times; hair should be clean and pulled back properly, and deodorant should be a consideration for all students. Please, NO PERFUME prior to class as this will cause odor, as well as aggravate allergies of other students.
- We do not allow people to sit in and watch classes. If you attend a class, you are expected to participate.

\*\* Sometimes poles are shared.

\*\*Classes are subjected to cancellation or change of time, instructor or substitution based on management discretion.