

SYDNEYPOLE

POLICIES COMMUNITY STANDARDS

LAST UPDATED: JUNE 1, 2020

Sydney Pole encourages all students and visitors to do their part in creating and maintaining a safe space for all those who attend our studios.

Please be aware of those around you and treat everyone with the respect you'd expect to receive. Please ensure your conversations always reflect a high level of respect for your pole buddies, instructors, staff and visitors. This is your sanctuary, your escape from the daily grind.

All Sydney Pole Members, visitors and staff are expected to be mindful of how they may impact others and acknowledge the practical steps we can take as individuals.

We are mindful when we are:

Running late for our reservations.

Warm up is 10-15 mins, if you are running late the instructor or FOH Staff may refuse you entry to participate. This is for your own health and safety, a thorough warm up is important to prepare your body and mind for exercise.

Updating our reservations regularly.

Making sure to review your reservations regularly and cancelling anything we can no longer attend so others have an opportunity to go.

Taking photos or videos of our progress.

Film yourself, track your progress and share your wins with us! Always check with those around you before you set up your mobile devices such as mobile phones or iPads. Some people are unable to live their pole lives publicly. Please always accommodate others by making sure to not include them in the background and put the device away if it's not possible to protect others' privacy with consent.

Participating in a class or practice session.

Please keep your belongings together and out of the way. Take care that your behaviour isn't impolite to your instructor or distracting to other students. And be mindful of your movement in a group setting to avoid clashing limbs and heels!

Communicating with your instructors.

Be sure to update your instructor at the start of classes of any injuries you are recovering from. Always follow the directions of your instructors, staying off the apparatus when they are explaining and demoing tricks for you. Be sure to pop your phone away to actively listen to their advice and remain in the room the full session to not miss out important information.

Engaging staff for help we are courteous and polite.

From desk, phone call, SMS and emails we are aware another person is on the other end. Our staff are ready to help you with all things Sydney Pole and hear what is happening with you right now. Be aware of your communication to our team members so they can assist you as best they can.

Using equipment and facilities.

Due to the current COVID-19 pandemic we ask that you please bring any and all equipment needed including: a yoga mat or towel, a sweat towel and a microfibre cloth to wipe your pole or lyra. Be sure to check the Sydney Pole website for other specific equipment e.g., Blocks or bands for a stretch class. Always keep the space you train in clean, ensuring you thoroughly wipe down all surfaces before you depart.

Feeling unwell or injured.

To practice self-awareness and stay home to recover if we are unwell. The instructor or FOH Staff may refuse you entry to participate. This is for your own health and safety, as well as for others.

SYDNEY POLE CONTACT US

If you have any questions concerning your Sydney Pole Account or this policy, please contact our Customer Care team by writing to us:

info@sydneypole.com