

Cancellation or Withdrawal from Programs (requesting a refund)

Due to limited spacing in Muse Pole Dance and Fitness Studio programs, clients registering and then later requesting to withdraw from programs or workshops* may prevent other clients from registering. Therefore, for Introductory Classes, 6-week Programs, and Workshops (excluding Instructor Certification), clients requesting to cancel their registration or otherwise withdraw from a program will be subject to the following administrative fee schedule:

- At least 7 days' notice prior to the first scheduled class: refund of cost of program or workshop* minus a 20% administration fee (plus HST)
- Less than 7 days but greater than or equal to 72 hours' notice prior to the first scheduled class: refund of cost of program or workshop* minus a 50% administration fee (plus HST)
- Less than 72 hours' notice prior to the first scheduled class: no refund

There are no make-up classes for missed classes unless the studio is provided with a min of 24 hours' notice of non-attendance AND if there is space in another class of the same level in the same 6 week session.

If you purchase a 6 week class and do not show up for any classes, there is no refund or credit for the 6 week session.

*Instructor Certification Workshops fees are non-refundable and are excluded from the above administration fee schedule.

For Private Lessons and other scheduled appointments, clients must provide at least 48 hours' notice of cancelling/re-scheduling or they will lose that session.

Missing a Class

Clients unable to attend a class within a scheduled 6 week program (due to personal schedule conflicts, unanticipated circumstances, etc.) will not be permitted to make up for that missed class unless at least 24 hours' notice is provided and there is space in another class of the same level within the same 6 week session. Clients cannot make up a class in a different session. Clients will not receive credit for any missed classes.

It is incumbent upon each client within the group to ensure they are available for ALL classes or workshops within a custom-scheduled program prior to the Muse Pole Dance and Fitness Studio approving the proposed schedule and prior to their registration and payment

For pre booked fitness classes, 24 hours' notice minimum is required to cancel and not lose your class. If a student cancels day of, this disallows others to attend and take your space therefore clients will not receive credit for missed fitness classes with less than 24 hours' notice (or no shows)