



Cirque It Pole & Aerial Arts

Terms & Conditions

These Terms & Conditions apply to all clients, students, hirers, and participants of Cirque It Pole & Aerial Arts. By engaging with our services, hiring our studio, or attending classes, you agree to abide by the following terms.

Membership Terms & Conditions

General Conditions

- A minimum of 2 people is required for a class to run. If fewer than 2 are booked, the class may be cancelled and a credit reimbursed. Cancellations will be made at least 4 hours before class.
- If clients arrive more than 15 minutes late, the teacher may refuse entry for safety reasons.
- Please avoid wearing clothing with zips, studs, or embellishments that may catch on equipment.

- Clients are responsible for personal belongings. Cirque It is not responsible for lost, stolen, or misplaced property.
- Memberships can be used for standard weekly classes only. They do not include intro courses, block courses, specialised classes, workshops, or private lessons unless otherwise stated.
- Terms, conditions, and pricing are subject to change. Cirque It will provide 14 days' notice of any changes.
- All participants must complete a waiver form prior to commencing classes.
- **Health & Safety:** All participants must follow instructor directions at all times. Unsafe behaviour may result in removal from class or hire without refund.
- **Injury & Medical Disclosure:** Clients must disclose any medical conditions or injuries before participating. Participation is at the client's own risk.
- **Refund Policy:** Except where required by law, all payments, deposits, and membership fees are non-refundable.
- **Photography & Media:** Cirque It may take photos or videos in classes for promotional use. Clients must notify management in writing if they do not consent.
- **Studio Etiquette:** Clients are expected to respect staff, fellow students, and equipment. Repeated breaches may result in suspension or termination of membership. Full studio etiquette can be seen in our studio or email management for a copy.

Kids & Youth Classes

- Kids classes are for ages 6/7–12 years, Youth classes 13–18 years.
- New clients may attend one free trial class (subject to availability).
- Classes are run during school terms (approx. 10 weeks).
- Kids classes are offered at a lower price and cannot be rescheduled. Missed classes are forfeited. If space permits, a child may attend a different class within the same week, please contact management to arrange this.
- Youth students may attend both youth and adult aerial classes provided they are at the correct level for the adult class.
- In the unlikely event that Cirque It cancels a class, that class credit can be used on another suitable kids/youth class within that term. **Credits must be used within the same term, with no carry-overs or refunds to future terms.**

- Parents/guardians must ensure children are collected promptly at the end of class. Cirque It staff are not responsible for supervision outside of scheduled class times.
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Flexi Contract – *The Activation*

- Pay weekly, no fixed term.
 - Two weeks' notice required to cancel.
 - Contract is automatically paused for 2 weeks over the end-of-year closure.
 - Designed for clients with irregular schedules.
 - Class credits expire 14 days after purchase.
 - Our class cancellation policy applies for contracts. Clients can cancel a class up to 8 hours prior to their booked session. Cancellation prior to the 8 hour cut off allows clients to reuse their class credit.
 - Late cancellations (within 8 hours) will result in forfeited credit unless management is contacted within the 8 hours. In such cases, clients may transfer to another class that day or later in the same week, subject to availability.
 - One-off \$44 sign-up fee applies.
 - Membership payments are non-refundable once processed.
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3 & 12 Month Contracts – *The Phoenix Rising & The Full Radiance*

- Pay weekly, fixed-term basis.
- Contract automatically renews for the same term unless management is notified in writing to studio@cirqueitaerialarts.nz
- Minimum 3 days' notice (preferably 2 weeks) required to alter renewal.
- Written notice required at least 2 weeks prior to cancellation at end of term.
- Contracts are automatically paused for 2 weeks during end-of-year closure.
- Contracts may be paused for up to 4 weeks total, with a year. We require at least 1 week's written notice to suspend your contract.

- Class credits expire after 14 days.
 - Our class cancellation policy applies for contracts. Clients can cancel a class up to 8 hours prior to their booked session. Cancellation prior to the 8 hour cut off allows clients to reuse their class credit.
 - Late cancellations (within 8 hours) will result in forfeited credit unless management is contacted within the 8 hours. In such cases, clients may transfer to another class that day or later in the same week, subject to availability.
 - Clients may book up to 7 days in advance.
 - \$200 fee applies for early cancellation of contract. Notice must be given in writing to: studio@cirqueitaerialarts.nz
 - Membership fees remain payable during any outstanding notice period.
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Bring a Friend Passes

- Clients may bring a friend into a Cirque It class for up to three complimentary visits during their contract.
 - Cirque It will schedule specific Bring a Friend classes to redeem these passes.
 - Available to participants aged 15+.
 - Friends must be at a suitable level for the class. Teachers may refuse entry if unsafe.
 - Booking is essential and subject to availability.
 - All guests must create a MindBody login and sign a liability waiver prior to participation.
 - Bring a Friend passes are not transferable or redeemable for cash.
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Open Training

- Open Training sessions are indirectly supervised practice sessions for current Cirque It students and teachers.
- Attendance is limited to students who have been approved by their regular teacher as safe to practice without direct supervision.

- If you are not already a Cirque It Pole & Aerial Arts member, please contact management at studio@cirqueitaerialarts.nz to discuss eligibility for Open Training.
- It is generally recommended that participants have at least 3–6 months of recent class attendance before joining Open Training.
- Open Training sessions are for **personal practice only**. No teaching, coaching, or instructing of other students is permitted.
- Engaging in instructing during an Open Training session may result in a private hire fee being charged and/or suspension of Open Training privileges.
- All participants must sign in at the studio with the studio monitor and follow Cirque It's health & safety guidelines at all times.
- Students participate in Open Training at their own risk. Any unsafe behaviour may result in removal from the session without refund.
- Spotting must only be performed if you are trained and competent to do so, and only with the other student's consent.

Studio Hire

- Studio hire is available for approved purposes (pole fitness, aerial arts, dance, or fitness/wellness-related activity, privates).
- Hirers are responsible for their own safety and that of any participants during hire. Cirque It accepts no liability for injuries.
- All users of aerial/pole equipment must complete a Cirque It induction covering rigging, safety checks, mats, and emergency procedures. Unauthorised rigging is not permitted. A qualified rigger can be provided for an additional fee.
- Children under 16 must be supervised at all times.
- Studio must be left in the same condition it was found. Remove rubbish, clean poles/floors of grip aids, and pack away equipment. Failure to clean may result in a \$50 cleaning fee.
- Bookings must be made in advance via studio@cirqueitaerialarts.nz.
- **Cancellations require at least 48 hours' written notice.** Cancellations made within 48 hours will be charged in full.
- If provided access codes, hirers must ensure the studio is securely locked, all lights/heaters are off, and codes are not shared.

- Hirers are responsible for their own insurance (injury, liability, belongings). Cirque It is not liable for loss, theft, or damage to personal items.
 - For full studio hire terms & conditions please contact management, studio@cirqueitaerialarts.nz
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Parties & Workshops

- Parties are for ages 6+. Any children under 6 must be accompanied and supervised by an adult.
- Minimum charge applies for up to 6 participants. Maximum capacity is 16 participants for aerial activities or 20 participants for pole activities.
- A \$100 non-refundable deposit is required at booking. Full payment is due one week prior to the event.
- Parties run for 2 hours (1 hour circus/pole activities with an instructor, 30 mins for cake/presents/drinks, plus 15 mins before/after for set-up and pack-down). Additional time may be arranged in advance—late pack-down may incur a fee.
- No cooking facilities are available on site, but clients may bring their own food/cake/drinks.
- You may bring your own decorations, provided they are removed afterwards. Cirque It can provide decorations for an additional fee (contact us for details).
- Please bring your own rubbish bags and take all rubbish away. A cleaning fee of \$50 may be charged if the studio is left untidy.
- All participants must wear appropriate athletic wear with no zips, jewellery, or metal embellishments. Shorts or leggings should be worn under skirts/dresses as participants will be inverted.
- Clients are responsible for personal belongings. Cirque It accepts no responsibility for lost, stolen, or misplaced items.
- **Cancellations:**
 - Cancel 7+ days before the event: deposit may be transferred to a future booking (subject to availability).
 - Cancel within 6 days of event: deposit is forfeited as cancellation fee.

Please contact studio@cirqueitaerialarts.nz for more info or to request a tailored quote.

