



## **FAQ'S**

**HOW LONG DOES IT TAKE TO MOVE FROM LEVEL 1 TO NEXT LEVEL?**

**MOVING UP FROM LEVEL 1 IS DETERMINED BY MANY FACTORS. HOW OFTEN YOU DO YOU TRAIN AT THE STUDIO, HOW MUCH UPPER BODY STRENGTH DO YOU HAVE, ARE YOU EXECUTING THE MOVES WITH THE RIGHT TECHNIQUE AND WITH ELEGANCE, ETC.? EACH PERSON WILL PROGRESS DIFFERENTLY, SO FEEL FREE TO HAVE A CHAT WITH YOUR INSTRUCTOR TO KNOW WHEN YOU ARE READY TO PROGRESS.**

**I HAVE A LOT OF DANCE TRAINING; CAN I START IN AN ADVANCED CLASS?**

**WE DON'T SUGGEST IT BECAUSE POLE DANCING IS A VERY DIFFERENT DANCE FORM THAN BALLET, CONTEMPORARY OR JAZZ. WE DO HAVE CLASSICAL DANCE MOVEMENTS IN OUR TECHNIQUES; HOWEVER, POLE DANCE REQUIRES OTHER TECHNIQUES THAT FALL INTO ITS OWN CATEGORY. ADVANCED CLASSES DEMAND MUCH MORE CORE STRENGTH, AND YOU MUST BE ABLE TO HOLD YOUR WEIGHT UPSIDE DOWN, USING ACROBATIC SKILLS AND DRILLS THAT WE PRACTICE REPETITIVELY.**

### **HOW LONG ARE THE CLASS?**

**ALL OUR GROUP CLASSES ARE ONE HOUR BUT WE CAN ADAPT PRIVATE CLASSES FOR A LONGER PERIOD.**

### **HOW DO I MAKE A RESERVATION FOR A CLASS?**

**YOU MUST FIRST CREATE A FREE PROFILE WITH MINDBODY, OUR MANAGING SOFTWARE, BY CLICKING ON THE SIGN-UP BUTTON ON THE PRICING OPTION OR ON THE SCHEDULE, EITHER ON OUR WEBSITE OR ON THE MINDBODY APP.**

### **WHAT IF I DON'T COME TO MY SCHEDULED CLASS AND HAVE A MONTHLY PACKAGE OR À LA CARTE PACKAGE?**

**THERE IS A 4-HOUR CANCELLATION PERIOD. IF YOU FAIL TO CANCEL PRIOR TO 4 HOURS, YOU WILL BE CHARGED A \$10 FEE. SERIOUSLY? ABSOLUTELY! IF YOUR CLASS IS NOT CANCELLED AND YOUR SPOT BECOMES AVAILABLE, OTHER STUDENTS WILL NOT BE ABLE TO SIGN UP WHEN THE CLASS IS FULL.**

### **WHAT SHOULD I BRING TO CLASS AND WHAT TO WEAR?**

**THE GOLDEN RULE IS TO AVOID PUTTING ON CREAMS OR OILS BEFORE POLE CLASSES BECAUSE THEY MAKE POLES VERY SLIPPERY, AND THIS CAN BE DANGEROUS. DRESS COMFORTABLY, LIKE FOR A YOGA CLASS SO TANK TOPS, SHORTS, OR MID CALVES LEGGINGS, TO EXPOSE YOUR ANKLES AND HEELS. FOR INTERMEDIATE AND ADVANCED LEVELS, YOU WILL NEED SHORTS THAT EXPOSE YOUR THIGHS SINCE BARE LEGS ARE NECESSARY TO GRIP THE POLE FOR INVERSIONS AND CLIMBS.**

### **FOR EXOTIC POLE:**

**YOU WILL NEED TO WEAR KNEE PADS TO PROTECT YOUR PRECIOUS KNEES DURING FLOOR WORK AND YOU CAN RENT THEM AT THE STUDIO FOR 3\$ OR PURCHASE SOME FOR 25\$. MOST STUDENTS WILL WEAR HIGH HEELS, BUT THEY ARE NOT MANDATORY, YOU CAN DO THE CLASS BAREFOOT OR IN SOCKS. YOU CAN RENT HIGH HEELS AT THE STUDIO FOR 5\$ OR PURCHASE A PAIR!**

### **FOR AERIAL ARTS (HOOP, SILKS, HAMMOCK, STRAPS):**

**WE RECOMMEND LEGGINGS AND TO COVER MORE SKIN, AS OPPOSED TO POLE, YOU DO NOT NEED YOUR SKIN TO GRIP! THE FRICTION OF THESE APPARATUSES CAN BE A BIT MORE PAINFUL WHEN YOUR SKIN IS BARE.**

### **LEAVE YOUR BLING AT HOME!**

**NO RINGS AND BRACELETS ALLOWED DURING OUR POLE AND AERIAL CLASSES, AND WE RECOMMEND TO ALSO HAVE THEM OFF DURING STRETCHING AND CONDITIONING CLASSES. WE RECOMMEND AS LITTLE JEWELRY AS POSSIBLE, LIKE BRACELETS, NECKLACES, OR WATCHES (EXCEPT FITNESS WATCHES) SINCE THEY CAN EASILY GET DAMAGED OR TANGLED IN OUR APPARATUSES.**

## **WHERE CAN I PURCHASE HIGH HEELS FOR POLE DANCE?**

**AT STUDIO PHÉNIX! YOU WILL BE ABLE TO CHOOSE FROM A WIDE RANGE OF HEELS AND FIND THE PERFECT PAIR FOR YOU!**

## **CAN I BRING HIGH HEELS I DIDN'T PURCHASE AT YOUR STUDIO FOR POLE CLASSES?**

**YES, YOU CAN BUT THEY MUST BE INDOOR HEELS THAT HAVE NOT BEEN USED FOR WALKING OUTSIDE, FOR HYGIENIC REASONS. YOU MUST ALSO MAKE SURE THEY DO NOT LEAVE MARKS ON THE FLOOR SINCE MANY GENERIC HEELS WILL INDEED LEAVE MARKS ON THE GROUND. IF WE FIND THE FLOOR AROUND YOUR POLE HAS BEEN MARKED, WE WILL CHARGE A 20\$ FEE TO YOUR ACCOUNT TO REMOVE THE MARKS ON THE FLOOR.**

## **DO I NEED TO BE FIT OR TO BE FLEXIBLE TO START POLE OR AERIAL CLASSES?**

**NO, YOU DON'T, WE WILL GET YOU THERE SLOWLY! ALL FITNESS LEVELS AND BODY TYPES ARE WELCOME TO ALL OUR CLASSES! THE POLES WE USE ARE X-POLES AND THE MAXIMUM CAPACITY IS 280 POUNDS. THE DISCIPLINES AT OUR STUDIO WILL DEFINITELY HELP YOU TONE AND SCULPT YOUR BODY THE FUN WAY!**

## **DO I NEED HAVE SOME DANCE EXPERIENCE PRIOR TO CLASSES?**

**NO, YOU DON'T! WE RECOMMEND YOU START WITH A POLE VIRGIN 101 CLASS (INTRO TO POLE), WHERE YOU WILL BE WITH OTHER 'POLE VIRGINS', STARTING WITH THE MOST BASIC POLE MOVEMENTS AND IF YOU CANNOT MAKE IT TO THAT CLASS, YOU CAN START IN A POLE 1 BEGINNER CLASS AND THE COACHES WILL ADAPT THE CLASS TO THE LEVEL OF THE STUDENTS. FOR AERIAL CLASSES, ANY BEGINNER CLASS**

**WILL BE SUITABLE TO START, EVEN IF YOU HAVE NO EXPERIENCE!**

### **WHAT ARE THE AGE LIMITS FOR CLASSES AT YOUR STUDIO?**

**YOU MUST BE AT LEAST 18 YEARS OLD TO ATTEND AND THERE IS NO MAXIMUM AGE TO PARTICIPATE!**

### **WHERE CAN I GET MY OWN POLE?**

**YOU CAN PURCHASE A POLE THROUGH US, WE SELL X-POLES THAT HAVE BEEN CREATED BY ENGINEERS, SO WE KNOW THEY ARE SAFE AND OF HIGH QUALITY.**

### **WHAT IS YOUR CLASS REFUND POLICY?**

**WE OFFER NO REFUNDS FOR CLASS PURCHASES, HOWEVER IF IT BECOMES IMPOSSIBLE FOR YOU TO KEEP ATTENDING CLASSES, YOU CAN TRANSFER THEM TO SOMEONE ELSE, WITH NO FEE IF IT IS FOR LONG TERM MEDICAL REASONS OR WITH AN ADMIN FEE OF 30\$ IF IT'S FOR OTHER REASONS.**

### **DO YOU HAVE A PARKING LOT?**

**NO, WE DON'T, HOWEVER THERE IS A FEW FREE PARKING SPOTS IN THE STUDIO STREET AND PARKING METERS IN THE SURROUNDING STREETS. BUT WE ARE 2 MINUTES WALKING DISTANCE FROM BERRI UQAM METRO STATION.**

### **WHAT IS YOUR NO SHOW OR CANCELLATION POLICY?**

**TO KEEP YOUR CLASS CREDIT, YOU MUST CANCEL YOUR CLASS AT LEAST 24H BEFORE IT STARTS. IF YOU CANCEL YOUR CLASS LESS THAN 4H BEFORE THE START OF IT OR SIMPLY DON'T SHOW UP, A 10\$ FEE WILL BE CHARGED TO YOUR ACCOUNT. IF THE FEE IS NOT CLEARED BEFORE YOUR NEXT**

**CLASS, WE COULD REFUSE ATTENDANCE UNTIL THE LATE  
CANCEL OR NO-SHOW CHARGE IS PAID FOR.**

**ADMINISTRATION  
STUDIO PHÉNIX**