



The TOP 20 Questions Asked about Pole Parties

1. **Do I have to pay the whole amount to reserve the class?** Not for Regularly priced packages. A standard retainer of 50% is due to hold the reservation, and the remainder is due 2 days before the event by 5 pm. Discounted packages often require the package be paid in full.
2. **Can me and my guests pay separately?** PBWF asks that all reservations be paid for in 2 or less payments. Our system is not set up to take individual payments.
3. **What if I have extra people at the last minute?** You may increase your party count with the per person rate if the additional guests exceed the party package. Please see the rates for "day of" add on and refund policies for no show guests.
4. **What if my party count drops?** Private classes often experience fluctuation in attendance, and this is normal. We recommend trying to find others to fill the spaces that were paid for. PBWF can not be responsible for guest count and does not provide credits or refunds when guests drop out or no show.
5. **How much time in advanced do I need to reserve the session?** PBWF can book a same day reservation, however private classes planned at least 2 weeks or longer in advance typically have better experiences and guest turn out because they had time to plan their event.
6. **What is your refund policy?** PBWF does not offer refunds for any reason unless it is truly company error.
7. **What is your cancellation/rescheduling policy?** PBWF assesses a rescheduling fee. Cancellations are permitted to maintain their credit on file for 60 days from the date of their cancellation. No shows and no communication cancellations result in forfeiting the amount paid.
8. **What is the age limit for the private class?** PBWF allows teens aged 13-17 to book an age-appropriate pole party with parental guardian written (in person) consent.
9. **Can I bring my children and have them sit to the side?** Minors that are not participating or under the age of 13 may not attend or be present in the studio at any time.
10. **What is your policy for pregnant guests?** Pregnant guests may participate at the discretion of their physician. *See Non-participating guests' policy if they will not be participating
11. **What is your policy for non-participating guests?** PBWF counts all people in attendance at a private class as a guest. We recommend inviting participating guests or guests who can assist with the event if they will be present since they do incur a charge.
12. **What is the max number of participants I can have?** If you are wanting everyone to have their own pole, we recommend only inviting the max number of people per pole. (Please ask a reservation specialist about your location's pole count). If sharing a pole is okay with your style of event, then we allow up to 30 guests in one session. (We also would highly recommend adding more time)
13. **Can I bring alcohol?** With approved packages and/or by adding the Liquid Courage pack on, Yes!
14. **What all can I bring?** Most guests bring decorations, party favors, and light refreshments
15. **Are men allowed?** Yes. This is a private event and you have total control over your guest list.
16. **How do we need to dress?** We recommend wearing clothes you can move around in and that expose skin on the legs and arms so you can grip the dance pole easier.
17. **What if I need to reschedule?** Give as much notice as possible. A rescheduling fee will apply at time of reschedule. PBWF Will try to accommodate the new date request, but we can not guarantee it.
18. **What is your Covid-19 policy?** Please see the banner on our website www.powerbarfit.com
19. **Can I make special requests?** Absolutely! We will do our best to accommodate
20. **What is the weight limit for the pole?** The pole can safely hold up to 385 pounds of weight

For additional questions about reserving a Private Group Class:

Email customerservice@powerbarfit.com