



The aim of Pole Fitness with Simone (PFWS) is to ensure that all students experience classes in a fun, friendly, positive and safe environment. To achieve this, it is important that students, parents/guardians and staff understand and comply with the guidelines below.

Students

- Be respectful to everyone around you
- Do not harm, bully or be unkind to others
- Protect others from bullying if it is safe to do so
- Aim to join your class with a positive attitude and try your best
- Don't compare yourself to others, you are on your own journey
- If you're concerned about your progress in class speak with your instructor
- Be punctual. If students are late for class, they may miss vital information and disrupt the learning of others and place themselves at risk of injury should they miss the warmup and will not be able to join the class
- Bring water to class
- If you become injured in class or feel unwell at any point, tell your teacher immediately
- Smoking is not permitted anywhere on the premises or car park
- No games are permitted in the car parks or outside areas of the premises
- Put rubbish in the bins provided and clean up after yourself
- Show respect and care for studio equipment and facilities
- Ask for help if you need it – we are here for you
- Refrain from taking photographs or video without permission

Parents

- Be supportive of all students
- Encourage positivity
- Do not encourage negative competitive attitudes or behaviours
- Bring your children to class on time with water and the correct attire
- Encourage your child to do their best
- Talk to the staff if you have any questions or concerns, we're here to help develop and support your children
- Support staff to enable them to do their best
- Respect our approach to establishing and maintaining professional relationships with our child/young students and parents/carers by (1) ensuring all contact is made via official PFWS communication services, including phone, email and PFWS F's official Facebook and Instagram sites, (2) refraining from direct communication with staff via personal social media accounts.

Instructors

- Identify and meet the needs of students
- Empower individuals during every session
- Make sure they learn something new or improve on something every lesson
- Maintain a positive, caring, and supportive attitude
- Improve confidence, by creating a safe and comfortable environment
- Create an environment in which individuals are supported and motivated to maintain participation and improve performance or fitness
- Respect diversity and equal opportunity
- Listen to what students have to say
- Deal with any serious issues quickly and professionally
- Keep up to date with training and legislation
- Project an image of health and cleanliness, and display high standards in use of language, manner, punctuality, preparation, and presentation
- Make the time students spend with us fun.

Online Classes

- All online classes will be hosted by Pole Fitness with Simone via an official Zoom account only. If you receive an invitation from anyone other than BookWhen or Pole Fitness with Simone, please check with us if this is an official link via email to polefitnesswithsimone@outlook.com.
- On entry to Zoom you will be placed in the online waiting room. We will only allow entry to the online classroom to those that have registered.
- Classes are open to BookWhen registered pupils only; the links will only be sent out to registered members.
- We will ensure the instructors' teaching space is tidy and appropriate to be seen by participants. However, if you see anything that makes you feel uncomfortable, please report this to Simone Rix at polefitnesswithsimone@outlook.com as soon as possible.
- The teacher will be pinned as the main picture. All online classes will be recorded and will only be shared with students who have booked onto the class, available for viewing for 5 days.
- If our classes are interrupted in a way that the instructor feels is inappropriate or puts our pupils at risk we will end the session immediately, the issue will be dealt with appropriately and sessions ending in this manner will be made up.