

Pole Dance Tokyo

- Studio Terms and Conditions of Use

Introduction

These Terms and Conditions (“Terms”) set forth the rules governing the use of classes, facilities, and services provided by Pole Dance Tokyo (the “Studio”).

All members, visitors, and users (collectively referred to as “Members” or “Users”) must review and agree to these Terms prior to using the Studio’s services.

By registering for membership or participating in any class or activity provided by the Studio, the user is deemed to have accepted these Terms in full.

Article 1 – Membership Categories

The Studio offers the following membership categories:

1. Monthly Member
2. Drop-in Member
3. Visitor

All members must comply with these Terms and any operational rules established by the Studio.

Membership rights are personal to the registered member and may not be transferred, assigned, or shared with any third party.

For Drop-in Members, if the Studio services are not used for one year from the date of the last visit, the membership will automatically expire.

If the individual wishes to use the Studio again after expiration, they must re-register as a new member and pay the required enrollment and administrative fees.

Article 2 – Monthly Membership System

1. Monthly memberships operate on an automatic renewal (subscription) basis and will continue to renew and be billed each month unless the member completes the official cancellation procedure in accordance with these Terms.

2. Monthly fees will continue to be charged regardless of whether the member attends classes unless the membership cancellation procedure has been completed.

3. Monthly fees are billed in advance on the 20th day of the preceding month.

4. Monthly membership fees are generally processed through automatic payment systems.

5. Members are not required to attend the same class each week and may freely select any available class within the Studio schedule.

6. Monthly memberships must normally be registered using a valid credit card or debit card.

Members who do not possess a card may pay three months of membership fees in cash at the Studio reception to

access the monthly membership plan.

In such cases, payment must be completed at the Studio reception before the end of the previous month.

7. The starting month of a monthly membership may be either the month of enrollment or the following month. Even when the following month is selected as the start date, the enrollment process is considered completed at the time of registration.

8. Monthly members may participate in all regular classes offered by the Studio. Certain workshops or special events may require an additional fee.

9. All class fees and membership payments are non-refundable once processed.

10. Members with unpaid monthly fees for two months or longer will not be permitted to attend classes until the outstanding balance is settled.

11. If monthly fees remain unpaid for four months or longer, membership will be automatically revoked.

In such cases, re-enrollment will be required to resume participation.

All outstanding unpaid fees must still be paid in full regardless of whether the member chooses to rejoin.

Article 3 – Carryover of Class Credits

Monthly members may carry over unused class credits during their active membership period, including during approved suspension periods.

Carryover class credits remain valid for an unlimited period as long as the member maintains an active monthly membership.

Carryover classes become invalid in the following cases:

- Upon membership cancellation
- When switching from Monthly Membership to Drop-in Membership
- When monthly fees remain unpaid for two months or longer

Monthly fees will continue to be charged even if class credits remain unused.

Unused class credits may not be transferred, sold, or assigned to any third party.

Article 4 – Changes to Monthly Class Frequency

Members wishing to increase or decrease the number of classes included in their monthly plan must complete the procedure through the reservation website by the 10th day of the month preceding the requested change.

If members wish to take additional classes immediately before the change takes effect, they may use the pay-per-class option.

Article 5 – Membership Cancellation

Members wishing to cancel their monthly membership must submit a cancellation request using the official Cancellation Form available on the Studio website.

The request must be submitted by the 7th day of the month prior to the desired cancellation month.

Membership termination will take effect at the end of the month following the month in which the cancellation request is submitted.

Monthly fees will continue to be charged until the cancellation procedure has been fully completed.

Article 6 – Promotional Enrollment

Members who enroll through campaigns offering discounted or waived enrollment fees are required to maintain their monthly membership for at least three months including the month of enrollment.

If the membership is canceled or suspended during this period, the Studio reserves the right to charge the equivalent amount of the waived enrollment fee.

For standard enrollment, members may register online through the Studio website by paying the enrollment fee, administrative fee, and sports insurance fee.

There are no restrictions on membership duration or cancellation timing under standard enrollment.

Article 7 – Membership Suspension

Monthly members may temporarily suspend their membership while retaining their membership status.

Suspension is limited to a maximum of three months per calendar year.

The suspension fee is ¥1,650 per month.

Monthly membership billing will automatically resume after the suspension period ends.

During suspension, members may not participate in classes or use any Studio services including self-practice sessions.

The validity of carried-over class credits remains unchanged during suspension.

Article 8 – Class Reservations

Advance reservation is required for all classes.

Reservations, changes, and cancellations must be completed through the official reservation system.

Class capacity is limited due to equipment availability.

Members may not be able to participate in classes that have reached full capacity.

The Studio may impose limits on the number of active reservations.

Article 9 – Class Cancellations and Changes

Class cancellations or schedule changes must be completed through the reservation system at least 24 hours before the class start time.

Cancellations, schedule changes, or no-shows made within 24 hours of the class start time will be counted as one completed class regardless of the reason.

The time recorded in the reservation system will serve as the official reference for cancellation deadlines.

Cancellations or changes cannot be made after the class start time.

Article 10 – Class Modifications

Classes may be canceled, substituted, or rescheduled due to instructor illness, injury, transportation delays, or other unavoidable circumstances.

The Studio shall not provide compensation for transportation costs or other expenses incurred as a result of such changes.

Information regarding cancellations or substitute classes will be announced via the Studio website, social media platforms, LINE, and other communication channels.

Article 11 – Waiting List

Members may register for a waiting list through the reservation system for classes that are fully booked.

If a space becomes available, the reservation may automatically be confirmed through the system.

Article 12 – Disclaimer

The Studio shall not be held liable for any injuries, accidents, illnesses, theft, loss, or damage that occur while using the Studio facilities.

Members are responsible for managing their own valuables and personal belongings.

Article 13 – Health Management

Members are responsible for monitoring their own physical condition and health status.

Individuals who have been advised by a physician not to exercise, are under the influence of alcohol, are pregnant, or have other medical conditions that could interfere with physical activity must refrain from using the Studio.

The Studio assumes no responsibility for accidents that occur when such conditions are not disclosed.

Article 14 – Prohibited Conduct

The following actions are strictly prohibited:

- Disturbing or causing inconvenience to other users
- Violent behavior
- Solicitation for religious, business, or multilevel marketing purposes
- Transferring membership rights or class credits to third parties
- Damaging Studio equipment or facilities
- Violating applicable laws or regulations

If a violation occurs, the Studio may suspend or terminate the member's membership.

If membership is terminated due to a violation, all previously paid fees will not be refunded.

Any outstanding unpaid fees must be paid immediately in full.

Article 15 – Personal Information

The Studio will properly manage and protect members' personal information and will not use such information for purposes other than Studio operations and service provision.

Article 16 – Photography, videography and social media

Members must respect the privacy of other participants when taking photos/videos or posting on social media.

Live streaming within the Studio requires prior permission from the Studio.

Article 17 – Force Majeure

The Studio may cancel classes or modify operations if classes cannot be conducted due to natural disasters, infectious disease outbreaks, government directives, transportation disruptions, or other circumstances beyond the Studio's control.

Article 18 – Additional Rules

Additional operational rules include but are not limited to the following:

- If a participant leaves a class before it ends, the class will still be considered as attended. No refunds or make-up classes will be provided.
- Lost items will be kept by the Studio for one month. Any items that remain unclaimed after this period may be disposed of.
- Participants may join a class after it has started; however, in order to prevent injury, we kindly ask that you arrive on time whenever possible.
- Children participating in Kids Classes must have the consent of a parent or guardian.
- Lockers and shower facilities are for class participants only. Individuals who are not attending a class are not permitted to use these facilities.
- Photography and videography are strictly prohibited inside the changing rooms, restrooms, and shower rooms.
- The studio opens approximately 15–20 minutes before the scheduled start time of each class.
- Please note that the studio may be closed during periods when no classes are scheduled or earlier than 15–20 minutes before a class begins, and entry may not be permitted during those times.
- Studio observation is free for the first visit. From the second visit onward, the standard class fee will apply.
- Reservations are not required for observation; however, as classes may occasionally be canceled, we recommend confirming by our class booking system or email before visiting. Observation by a single male visitor or male-only groups is not permitted.
- When the time for Open Pole & Aerial practice sessions (self-practice time) or studio rental ends, participants are kindly requested to leave the studio promptly.
- Shoes are not permitted inside the studio.
- Smoking is strictly prohibited inside the studio.
- If the Studio determines that it is difficult to continue offering a particular class, the class may be discontinued with one month's prior notice.
- Members are requested to treat studio equipment and facilities with care. If any equipment or facilities are damaged or soiled intentionally or through negligence, the responsible party must compensate the Studio for the actual cost of repair or replacement.
- The studio will be closed during the New Year holidays and the Obon holiday period, and may also close on other occasions due to operational reasons.
- All instructors at the Studio are active professional performers who appear on stage and television. Therefore, classes may occasionally be canceled or assigned a substitute instructor due to their performance schedules.
- The Studio reserves the right to change fees and service contents as necessary for operational reasons.

- In the event of any discrepancy between these Terms and information provided on the Studio website, social media, advertisements, or other announcements, these Terms shall prevail.
- Due to reservation system malfunctions, communication network issues, or system maintenance, it may not be possible to make or modify reservations or cancellations. The Studio shall not be liable for any damages arising from such situations.
- If a member violates these Terms or if the Studio determines that the member's behavior interferes with the operation of the Studio, the Studio may temporarily suspend or terminate the member's membership.
- The Studio will properly manage members' personal information and will not use such information for purposes other than Studio operation and service provision.
- The Studio may take photographs or videos during classes and may use such materials on the Studio website, social media, or advertisements. If you do not wish to appear in such materials, please notify the Studio in advance.
- The Studio regularly shares updates including substitute instructors, canceled classes, introductions of new instructors, and special promotions. Members are encouraged to follow the Studio's SNS accounts, LINE, and email newsletter to stay informed.

Article 19 – Amendments to the Terms

The Studio reserves the right to revise or update these Terms when necessary for operational or legal reasons.