



Altitude Pole & Fitness

CODE OF CONDUCT

Our number one goal at Altitude is to provide a safe and happy environment for all our students - and we need your help to do this. This Code of Conduct sets out our expectations for our students.



Altitude's Core Values

First up - here at Altitude we have FIVE core values that we encourage our students to strive towards...

Core Value	We want to see you...	We don't want to see you...
Be Excellent	<ul style="list-style-type: none"> ● Give your best ● Exceed expectations ● Strive for greatness 	<ul style="list-style-type: none"> ● Settling for average ● Doing the bare minimum ● Letting things slide
Live with Passion	<ul style="list-style-type: none"> ● Love what you do ● Be enthusiastic ● Enjoy yourself 	<ul style="list-style-type: none"> ● No Negativity ● Apathetic ● Don't take yourself too seriously
Show Courage	<ul style="list-style-type: none"> ● Go outside your comfort zone ● Face your fears ● Be who you want to be 	<ul style="list-style-type: none"> ● Taking the safe option ● Giving up ● Worrying about others opinions
Always Evolve	<ul style="list-style-type: none"> ● Lead by example ● Constantly working to improve ● Do things differently 	<ul style="list-style-type: none"> ● Follow the herd ● Happy with the status quo ● Aiming low
Care	<ul style="list-style-type: none"> ● Respect differences ● Be encouraging ● Celebrate success 	<ul style="list-style-type: none"> ● Not showing appreciation ● Excluding others ● Judgement

The Rules

On top of our core values, we have some things that are absolute no nos. Engaging in any of these behaviours could result in termination of your membership. That's not something we ever want to do, so please stick to these rules!

- **No bullying and harassment**
 - This includes verbal or physical harassment, sexual harassment, and stalking.
 - As well as that, our studio is a diverse and inclusive space where all are welcome. We won't tolerate any sort of bigotry or body shaming, or any other behaviour that excludes certain groups or individuals.
- **No dangerous or unauthorized behaviour**

- Pole dancing is many things - graceful, beautiful, and awe-inspiring - but it's also dangerous! If in doubt, ask an instructor before you attempt a move. If you are in training time, think carefully about what you're doing and whether it's safe.
- If you're not sure how to use a piece of equipment, check with an instructor first. That includes changing the pole from spin to static and vice versa - please do not do this unless you have been told that you can by an instructor.
- **No drug use, including alcohol**
 - We don't care what you do at home, but when you're at the studio safety comes first - don't drink and pole, don't drug and pole!

If you have any questions about these rules, or if you believe they may have been breached, please get in contact with your studio via email, or you can leave feedback anonymously using our online [feedback form](#).

Studio & Class Etiquette

Lastly, the studio is a shared space. Below are some guidelines for making it work for everyone -

Late Arrival

Please try and arrive on time. If you arrive after 10 minutes of the class starting it is at the discretion of the instructor whether they allow you to join in. This is purely for safety reasons, as if you have missed the warm up then we can't ensure your body is ready for the class. Please don't take this personally.

Cancellation Policy

As it differs between studios, please check with your local studio as to their cancellation policy.

Feedback

We always welcome your feedback and take everything on board. We love to hear if we are doing something well, but we also love to hear when we are doing something not so well - this is how we can constantly improve our service to you. Email is the best way to get in touch with your studio, or if you would rather give feedback anonymously, then you can also use our online [feedback form](#). The more constructive you make this the better.

Facebook Messenger

Please refrain from contacting our instructors through their Facebook pages. While we love to hear from you, it makes it very hard to keep track of our communication with you and is often when things get missed. It will always be more efficient and organised if you get in touch with your studio via email.

Come prepared

- Bring water.
- Wear clothing that you can move in just like to a gym.
- Please remove jewellery/anything that might scratch poles or tear silks fabric.

Be respectful to your instructor

Do not speak over the top of your instructor, or have a conversation while they are giving instructions (this includes during the warm up)

When taking a class, work on the exercises that have been given by the instructor. We love it when our students are creative and experimental but there is a time and place for this – at the end of the class, or during play or training times. It is distracting for the instructor and other students.

Be respectful to others

- Do not use oils/moisturiser on class days as they can make poles and floors slippery which is dangerous to yourself and others
- If you tend to sweat, please bring deodorant
- Be encouraging and supportive of fellow students - we don't allow any negative talk, including to yourself!
- Before filming yourself please check with students around you to confirm they are ok with being in the background. Vice versa, if you are not comfortable being in the background, please make your fellow student aware of this.

Thank you! ❤️