

Sensazão® Dance Fitness Studio Policies and Rules

Thank you for attending Sensazão® Dance Fitness Studio, a family-owned and operated business. We strive to maintain a safe, clean, and efficient facility. Below you will find details for each of our studio policies and rules. We thank you in advance for your cooperation and should you have any constructive comments/suggestions/concerns please e-mail management@sensazao.com

Cancelations, delays, and closings

- If at any time it is necessary to cancel classes due to weather or any other major event there will be a notice on our website as well as Facebook/Twitter.

Website:

<http://www.sensazao.com>

Facebook:

<http://www.facebook.com/SensazãoDanceFitness>

Twitter:

@SensazaoDFS

@SensazaoCrew

- If Alexandria City Public Schools are closed for the day OR delayed you can expect that morning classes will be cancelled/delayed as well but always refer to our website or social media pages mentioned above.
- Classes with an attendance of 5 students or less will be cancelled unless otherwise specified by the instructor. A refund will be offered or an exchange for the next available class.

Minors, infants, and toddlers

This has become an increasing concern, please read the following information carefully.

- We do not encourage you to bring children to the studio due to safety and liability concerns.
- Children must not be left unsupervised at any time.
- Sensazão Dance Fitness Studio Staff and Management are not responsible for unsupervised children. If children remain unsupervised we will have to ask the parent to please return back to classes once you have found proper supervision for your child. Unsupervised children are not allowed on stage or on the dance floor at any time.
- Children are not allowed to play/use/touch any of the exercise equipment for their own safety.
- There is absolutely no running or horseplay allowed anywhere in the studio, especially on the dance floor/stage. Children are not allowed on the dance floor while class is in session for their own safety.
- Sensazão KIDS (when available) classes may be available for children ages 3-14. ONLY ages 15-18 are allowed to join the adult classes. Exceptions will be made on a case-by-case basis with Management, Owners & Sensazão KIDS Instructor's approval.

*If you have questions regarding this policy, please e-mail management@sensazao.com

Class Policy

- Reserving numbers/spaces over the phone for Dance Fitness classes is NOT permitted.
- You may sign up online for Samba, Abs & Glutes, workshops and other applicable classes.
- ½ classes are not permitted. Example: you cannot take 30 min of one class then 30 min of the next class.

Entering Class – PROCEDURES & RULES

- Wait for an assigned staff member to call/collect the numbers to get onto the dance-floor unless it's the first class of the day/evening. Everyone must wait for his/her number to be called in order to enter the class space. Members are to wait at the lobby area nearest the studio entrance/exit.
- Exception for members who have taken the previous class:
 - If you took the class before, you may stay on the dance floor and give your number to the designated staff member/instructor taking numbers.
- Please note that numbers guarantee only the order in which you are called to enter the dance fitness area and do not guarantee the space/spot you will have on the dance fitness area.

Tardiness – ARRIVING LATE TO CLASS

- If you arrive late, we ask that you be respectful of others and find a place at the back of the room. It is disruptive to cut across the room or move in between others while they are trying to dance/exercise.
- If you see appropriate/available space somewhere else, ask those around the space if it is ok for you to take that spot.

Proper Conduct - CLASS ETIQUETTE

- Sensazão® Dance Fitness studio staff and management strive to maintain a safe and fun environment. As such, we expect proper and respectful conduct on the premises at all times. We do not tolerate disrespectful conduct toward students, guests, clients, employees, including but not limited to vulgar, profane, indecent, offensive, violent, hostile, aggressive, threatening, harassing, stalking, fraudulent, or other inappropriate conduct and/or language.
- We also ask that you keep the following rules in mind and act accordingly:
 - Please be respectful of others. We have the right to ask you to leave the premises if you cannot comply with this rule.
 - Please do not touch property that does not belong to you (including but not limited to bottled drinks, bags, clothing, etc).
 - You may not save any spots.

*Should any of these rules be violated, Sensazão Dance Fitness Studio staff and/or management reserve the right to refuse any future service to the individual(s) at fault.

Membership Keycards - AND OTHER RELATED INFORMATION

- Key cards are required for members that buy any class package unless visiting from out of town.
 - If visiting from out of town/state then account must still be created but no keycard is necessary.
- There is a \$5 replacement fee for lost cards. First keycard is free.
- We will be happy to recycle any unwanted/found key cards. (Moving to another state, another country, medical reasons, etc.)
- If, for any reason, you do not have a keycard then a valid state ID will be required every time you visit the studio to participate in a class.
- You can create and manage your account online by visiting our website. You will need your email address and the number on your keycard (email management if you do not have one). For increased security you are welcome to add a picture to your account.

Returns, refunds, and exchanges

- All merchandise and class packages are **non-refundable and non-returnable**.
- Exchanges can be made for other available merchandise in the studio and with original receipt or bank statement showing date, amount, and location of purchase.

Private Lessons

- Private lessons are available at an extra charge.
Please email management@sensazao.com for information in order to schedule private lessons.

Note: prices are subject to change without prior notice for any of the services/merchandise offered at the studio.

Photography & Video

- You may **not** take photographs/video on the premises without written approval and proper authorization such as a letter approved/signed by Sensazão, LLC or management.
- All photographs/video will be confiscated or asked to be deleted to respect the privacy of our members, students, staff, and management.

Solicitation

- Unless authorized by Sensazão Dance Fitness Studio with an agreement, you may not solicit (whether in person or in writing) any member, guest, or staff on the premises or at off-premises events, including but not limited to solicitations for political or religious purposes, media interviews, business opportunities, or competitive product or services.

Information and Collections

- Sensazão Dance Fitness Studio collects personal information when you send us an email, register online (if applicable), or fill out forms at the studio. **None** of the information we collect from you is given, sold, or traded to any other companies, advertisers, or persons.
- All information remains in house and is used for future communications with you, including special announcements, promotions, events, and the information requested from Sensazão Dance Fitness Studio.

Please be aware that Sensazão Dance Fitness Studio reserves the right to make changes, including but not limited to change in price, class descriptions, class names, class hours, etc. at any time without prior notice.

Should you have any questions, suggestions, concerns, or comments please e-mail management@sensazao.com

Sensazão Dance Fitness Studio
5424 Eisenhower Avenue
Alexandria, VA 22304

T: 571.699.3502

@SensazaoDFS

www.sensazao.com

management@sensazao.com