

Terms and Conditions

Our Refunds and Transfer Policy

Please read our company's terms and conditions carefully prior to booking all tasters, courses and parties. We cannot afterwards be held responsible for any errors caused by failure to read or understand them in full. The terms and conditions will differ slightly for each type of event (taster sessions, courses and hen parties). Please ensure that you have read the relevant section of the terms and condition.

These terms and conditions do not affect your statutory rights.

Private / Hen Parties

Private / Hen Party payments include an £50 deposit secure your booking. This deposit is non-refundable at any point after payment.

Multiple bookings (ie dance party and cocktail party) will require separate deposits. Each element of the booking will be considered separately under this policy. (i.e. You pay a separate deposit for each element of the party and one deposit will be retained for each element of the party that is cancelled).

The remaining balance must be paid no less than 14 days of the party date or your party will not be confirmed and you will lose your deposit (individual circumstances will be considered if we receive prior notice).

If you cancel your party with more than 14 days notice then you are entitled to a full refund minus your deposit payment (£50).

If you cancel your party, with less than 14 days notice, you are not entitled to a refund. You are entitled to transfer the balance of your payment (total payment minus £50 deposit) to another date. The new date will require a new deposit payment of £50.

If your party arrives late we are unable to offer you an extension to the booked times and your party will still have to finish at the pre-arranged time.

Changes in number of participants for Private / Hen Parties

For private/hen parties (including cocktail parties), once the final payment is made, if you change the number of participants with less than 14 days notice you are not entitled to a refund for the cancelled places. For the dance parties, if numbers go up above 19, then £25 is needed per group up to 24 people, then another £25 is needed per group if numbers go above 24 people (30 is generally the maximum number we can accommodate – however, if you source your own venue/function suite, and it is large enough, we can cater for you). However if numbers increase but not over the 19 people threshold, then no extra charge is required.

For cocktail parties, if numbers go up, you will be required to pay the £25 per head charge for every extra person.

Hen Packs, Products & Props

North Pole hen packs and products/props (e.g. Gloves, fans and garters etc) will be brought to the venue for you on the day of your party. To guarantee delivery in time for you party, packs must be ordered and paid for with at least 14 days notice.

If you order your hen pack/products/props with 14 or more days notice and the pack does not arrive in time for the event then you are entitled to a full refund.

If you order your hen pack/products/props with less than 14 days notice and the pack does not arrive in time for the event then a refund is at North Pole's discretion.

Alterations to Bookings

Occasionally due to circumstances beyond our control, may have no choice but to change the start times, dates, or venue locations previously established for your courses, taster sessions and private parties.

If North Pole changes the date of your booking, and you are unable to attend the session, then you are entitled to a full refund.

We reserve the right to change the venue for any sessions without any recourse to a refund.

Replacement venues will be within a reasonable distance of the original venue and centrally located within the city of the original booking.

We reserve the right to change the type of venue (bar, hotel, studio) without recourse to a refund.

We reserve the right to change the time of your booking by up to **60** minutes without any recourse to a refund.

Stripper-grams

Some of our venues licenses do not allow any nudity, or semi nudity on the premises. If you wish to book your own stripper-gram you must check with North Pole first.

Age Stipulation

Please be advised that the minimum age for all those wishing to take part in our activities is 18. North Pole have a self imposed age limit, in addition most of our activities take place in premises licensed to serve alcohol and they may also have a minimum age stipulation of 18.

Health and Safety

All prospective applicants for tasters, courses and parties are required to fill out a medical questionnaire and sign a risk disclaimer. Furthermore, you must at all times follow the instructions issued by our teachers, who are trained to be mindful of your health and safety at all times. Any failure to follow instruction will automatically invalidate your insurance in the event of any injury you sustain as a consequence of this failure. Similarly, failure to follow the advice of your own doctor / medical advisor will also render your insurance invalid for the purpose of claims.

Participants who are deemed to be too drunk by a North Pole instructor will not be allowed to participate in certain activities.

Participants are fully responsible for their own level of drunkenness / sobriety and will not be eligible for a refund.

Taster Session

If you cancel your place on a taster session with at least 14 days notice you are entitled to a full refund.

If you cancel your place on a taster session with less than 14 days notice you are entitled to transfer to another taster session with the payment of a £5 transfer fee.

Four and Six Week Courses

If you cancel your place on a course with at least 14 days notice you are entitled to a full refund.

If you cancel your place on a course with less than 14, but more than 7 days notice you are entitled to transfer to another course of equivalent value with the payment of a £25 transfer fee (see terms below).

If you cancel your place on a course session with less than 7 days notice you are not automatically entitled to a refund or a transfer.

In the unfortunate event that you are unable to attend any of the sessions on a course that you are booked onto, we regret that you will not be eligible to attend extra classes on another course.

Transfer Fees

A transfer fee is entirely non-refundable. Once you have been transferred once you are not entitled to a second transfer.

Age Stipulation

Please be advised that the minimum age for all those wishing to take part in our activities is 18. North Pole have a self imposed age limit, in addition most of our activities take place in premises licensed to serve alcohol and they may also have a minimum age stipulation of 18.