



Momentum Dance: Terms and Conditions

1. Booking

All classes must be booked in advance. Payments are taken monthly through our recurring payment system.

New members may join during the term, subject to availability. Momentum Dance does not offer drop-in classes for adults on term-time courses.

If a requested class is full, Momentum Dance will aim to offer an alternative option where possible.

2. Payments

Momentum Dance uses **monthly recurring payments via Stripe**.

Payment Authorisation

By enrolling, you authorise Momentum Dance to take recurring monthly payments for the agreed amount.

Billing Cycle

Monthly payments are taken on either:

- **1st of the month, or**
- **15th of the month**

Your billing date is determined automatically when you enrol.

Payment Amounts

- **1 Class:** £31.50
- **2 Classes:** £55.89 (*10% discount applied*)
- **Unlimited (3+):** £83.34 (*10% discount applied*)

Book **2 or more** and get **10% off**

3+ classes = unlimited access and best value

Cancellations

Four weeks' written notice is required to stop attending lessons. Fees remain payable during the notice period. Final balances are calculated based on classes attended vs payments made.

Medical Pauses

Membership may be paused for medical reasons (doctor's letter required). This is at the discretion of the owner. Insufficient notice may result in one additional debit.

Insufficient Funds

If a payment fails, Momentum Dance may retry the charge.

Late Registration

If a member does not register within two weeks of starting, they may be asked to stop attending. Momentum Dance reserves the right to charge for unpaid fees.



Changes to Fees

Fees may be adjusted annually with **30 days' notice**.

Refund Policy

Refunds are only issued for billing errors. Requests must be submitted in writing within **30 days** of the disputed transaction.

Security

ClassManager uses industry-standard security measures to protect personal and banking information. Momentum Dance is not liable for unauthorised access or breaches beyond our control.

Financial Support

If you are struggling to meet a payment deadline, please contact us confidentially to discuss a possible payment plan.

3. Make-Up Sessions

Momentum Dance does not offer refunds for missed classes. However, members may attend a **make-up session** in another class (subject to space). This may be a different level or style. All make-up sessions must be agreed with the owner.

4. Cancellation by Momentum Dance

Occasionally classes may be cancelled due to circumstances beyond our control. We will contact affected members and offer either:

- An exchange for another class, or
- A credit (in rare cases)

5. Staff & Teachers

All staff and cover teachers are:

- Qualified
- Experienced
- DBS checked

Volunteer assistants and trainees are also DBS checked. A first aider is always on site.

6. Attendance

Members should arrive **promptly**, ideally **5 minutes before class**. This supports a safe warm-up and a calm start.

Momentum Dance will give at least **one week's notice** of venue or timetable changes where possible.

7. Illness & Injury

Members should not attend if:

- They feel unwell
- They have an injury that may worsen
- They have a contagious illness (flu, COVID-19 symptoms, etc.)



Refunds for long-term illness or injury may be offered at the owner's discretion.

8. Service Disruption & Public Health Events (Updated Section)

If Momentum Dance cannot deliver classes in person due to:

- Government directive
- Public health guidance
- Venue closure
- Severe disruption outside our control

We will provide **online classes via Zoom** as a replacement. Refunds will not be offered in this instance.

If a member or household must self-isolate, refunds cannot be offered, but make-up sessions may be arranged (subject to space).

9. Severe Weather

Safety is our priority. If classes are cancelled due to severe weather:

- Online classes will be offered where possible
- If not possible, a make-up session will be provided
- Updates will be shared through our communication channels.

10. Health & Safety

Momentum Dance conducts regular risk assessments of all venues. Dance is a physical activity and injuries can occur. Momentum Dance accepts no responsibility for injuries except where caused by teacher negligence.

Members must follow teacher instructions and disclose any injuries that may affect participation.

11. Behaviour & Conduct

Momentum Dance is a welcoming, inclusive environment. Members must:

- Treat others with respect
- Avoid disruptive behaviour
- Follow teacher guidance
- Avoid harassment, bullying or inappropriate conduct
- Use appropriate language
- Respect personal boundaries

Momentum Dance reserves the right to refuse entry or terminate membership for behaviour that breaches these expectations.

12. Communication Channels

Momentum Dance communicates through:

- **Email**
- **WhatsApp**
- **ClassManager Portal**



Members are responsible for:

- Keeping contact details up to date
- Checking communications regularly
- Reading updates regarding classes, payments and policies

13. Data Protection & Privacy

Momentum Dance follows strict data protection procedures in line with UK GDPR. Your personal information is kept confidential and secure.

14. Photography & Video

Photos and videos taken by Momentum Dance may be used on our website, Facebook, Instagram or for publicity. Consent can be given at registration or via your online account.

15. Membership Conditions

By joining Momentum Dance, you agree to the following:

- Momentum Dance accepts no responsibility for loss or damage to personal belongings.
- Momentum Dance accepts no liability for injuries sustained except through teacher negligence.
- Members must update staff with any changes to personal information on the Portal.

16. Changes to Terms

Momentum Dance may update these Terms & Conditions. Members will be notified in advance.

17. Agreement

By ticking the “Terms and Conditions” box, you agree to all of the above. If you have any concerns or do not agree with any part, please contact:

Lorna Blacker 07873 161259