



## TERMS AND CONDITIONS

### Booking:

All classes must be booked in advance and payments are taken monthly. New members may join courses during the term subject to availability. Momentum Dance does not provide drop-in classes for adults on all term time courses. If there are no spaces on a requested course when booking, then Momentum Dance will aim to provide an alternative option where possible.

### Payments:

We request payment on a monthly basis via Stripe. The recurring payment option is required.

- **Payment Authorisation:** By enrolling in our recurring payment plan, you authorise Momentum Dance to initiate recurring payments from your account for the agreed-upon amount on a monthly basis.
- **Billing Cycle:** If you enrol between the 1st and the 15th, the first payment will be debited on the 15th. If you enrol between the 16th and the end of the month, the first payment will be debited on the 28th.
- **Payment Amount:** The agreed-upon monthly payment amount is:

Number of Classes	50-Minute Class	Hour-Long Class
1 x Class	£30.29	£33.46
2 x Classes	£53.73	£59.43
Unlimited Classes	£80.09	£88.64

✓ *All fees include a £1 transaction fee.*

*A 10% discount is offered when you enrol on two or more classes.*

- **Cancellations:** Notice of four weeks must be given in writing if a member wishes to cease attending lessons. Fees will still be due even if the member is unable to attend class until the completion of the notice period. The final balance of fees will be worked out based upon the number of classes attended, versus the amount of money paid.
- **Medical Reasons:** Should a member leave for medical purposes (a doctor's letter will be required in these circumstances) membership may be paused. This is at the discretion of the owner. Failure to provide sufficient notice may result in one additional debit.
- **Insufficient funds:** If there are insufficient funds in your account to cover the monthly payment, Momentum Dance reserves the right to attempt the charge at a later date. Additional fees will apply for unsuccessful payments. Late payment charge of £5.
- **Late Payment:** Should the member not register within two weeks of the starting date, the member will be asked to cease to attend. We reserve the right to charge for any unpaid fees.
- **Changes to fees:** Momentum Dance reserves the right to change the monthly service fee annually by providing 30 days' notice to the member.
- **Refund policy:** Refunds for monthly payments will only be issued in cases of billing errors. Requests for refunds must be submitted in writing within 30 days of the disputed transaction.
- **Security:** Classmanager employ industry-standard security measures to protect your banking and personal information. However, Momentum Dance is not liable for any unauthorised access or breaches beyond our control.

By enrolling in our monthly payment plan, you acknowledge and accept these terms and conditions.



We are here for anyone who may find it hard to make a payment deadline. Contact us to talk in confidence about a possible payment plan.

**Make Up Sessions:**

Momentum Dance cannot offer a refund if you do not attend a class. However, we can offer a make-up session, whereby you can join another class on the timetable, if there is space available. This can be a class of a different level or discipline. This will just need to be agreed upon by the owner.

**Cancellation:**

Occasionally some courses may be cancelled due to circumstances beyond Momentum Dance's control. We will endeavour to contact paid customers and will either offer an exchange for the class or, in rare cases of a cancellation, a credit will be given.

**Staff/teachers:**

All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced and DBS checked. Volunteer class assistants and trainees on placements are all DBS checked. There will always be a first aider on site.

**Attendance:**

Members must arrive promptly. It is very important that members arrive in time for their classes, preferably 5 minutes before the start. This allows the group time to settle from the moment the class starts. Where possible, Momentum Dance will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

**Illness/Injury:**

Members are advised not to attend classes if they are feeling unwell or have a known injury which could be exacerbated by taking part. This includes presenting any contagious illness including (but not limited to): Flu and as of March 2020, symptoms of COVID-19. Refunds will only be given in the event of illness or injury preventing attendance at classes for a sustained period of time at the discretion of the owner.

**Localised Lockdowns and Pandemics:**

If Momentum Dance cannot deliver classes due to force majeure or government directive, we shall implement online classes via Zoom software as a replacement. A refund will not be offered in this instance.

If a member or household member is told to self-isolate, we are unable to offer a refund for classes. However, we can offer a make-up session, whereby you can join another class on the timetable, as long as there is space available. This will be at the discretion of the owner.

**Severe Weather:**

In the event of severe weather, the safety and well-being of our members and staff are our top priorities. Cancelled classes will be rescheduled online whenever possible. If this is not possible, a make-up session will be provided. Information regarding online/makeup classes will be shared through our communication channels. Please see current severe weather policy.

**Health and Safety:**

Momentum Dance take seriously their responsibility to ensure the health and safety of all participants, teachers, and volunteers; and takes appropriate measures to make sure the environment is safe for all. The company will undertake regular risk assessments regarding premises hired and any concerns will be raised with the providers. Dance is as an active engagement as any sport, and whilst every effort is



made to avoid them, injuries can happen. The school accepts no responsibility for injuries sustained via any means other than a teacher's negligence.

**Data Protection and Privacy:**

Protecting your personal data is important to us. Momentum Dance adheres to strict data protection policies to ensure the confidentiality and security of your information in accordance with applicable privacy laws.

**Photography and Video footage:**

Photographs and video footage of members taken by Momentum Dance may be used on our website/Facebook page/Instagram and for publicity purposes. You can give consent at the time of registration or by logging into your online account.

This is part of your agreement when joining Momentum Dance. Membership is open to all subject to the following conditions:

- Momentum Dance accepts no responsibility for loss or damage of personal belongings while on the premises.
- Momentum Dance accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- Momentum Staff must be notified of any changes to the information provided on the Portal.

**Changes to Terms:**

Momentum Dance reserves the right to update these terms and conditions. Notice of changes will be provided to Members in advance.

When you tick the "Terms and Conditions" checkbox you are agreeing to all of the above. If you don't agree with all the points above, please contact Lorna Blacker on 07743433372 to discuss, thank you.