

Payment

There are several ways to pay:

ONLINE: Please refer to the timetable for further details, but all classes must be paid for online at time of booking (we do not allow 'unpaid' bookings). You have the option of a 'one-off' booking, a 10 class pass, a 'one-off' monthly membership or a rolling monthly contract.

IN PERSON: You can turn up to classes without a booking and pay in person, but we cannot guarantee you will get a space. Payment is via cash only and will be at the drop-in rate which is more expensive than the prepaid rate.

Pricing Options - Adult Timetable

1. Drop-in rate: payment simply for the one class you wish to attend.
2. 10 class pass: payment in advance for 10 classes. This option expires 3 months after purchase. No refunds or transfers for any unused classes after the expiry date (use it or lose it).
3. 6 Class Per Month Membership: a monthly autopay package and allows you to attend up to 6 classes per month after each monthly purchase. You are simply charged month to month and can cancel whenever you don't need it anymore. Subject to the terms of the individual contract so please read these terms carefully when you sign up.
4. Rolling Monthly Membership: a monthly autopay package and allows you to attend as many classes as you wish up to one month after each monthly purchase. You are simply charged month to month and can cancel whenever you don't need it anymore. Subject to the terms of the individual contract so please read these terms carefully when you sign up.

Pricing Options - Dance Teams

1. Half Termly Fee: pay online to secure the space for the dancer. Discount will be applied to all purchases made online up to the first rehearsal. All subsequent payments will be charged at full cost.

Pricing Options - U16 Timetable

1. Drop-in rate: payment simply for the one class you wish to attend.
2. 6 class pass: payment in advance for 6 classes. This option expires 3 months after purchase. No refunds or transfers for any unused classes after the expiry date (use it or lose it).

Member Accounts

All members/guardians of members are required to manage their own accounts, including: Joining on-line and filling in correctly all the required details, such as name, address, valid and current email address, correct date of birth. **It is strongly recommended to opt-in to auto-emails on your member account so that you receive notifications about bookings, especially if you gain a place after being on the waiting list.** We will not refund credit payments to member accounts who have removed their email addresses and have chosen to not be alerted to their

bookings, and subsequently missed their class. It is the members responsibility to be aware of and manage their bookings and adhere to our Booking and Cancellation Policy.

Signing the Liability Waiver and Health Questionnaire

We require all members/guardians of members to read and sign the Liability Waiver and to also fill out a paper Health Questionnaire before their first class. Please note that any positive PAR-Qs will require a letter from the doctor/other medical practitioner (detailing that you are permitted to take part in the specific class) before you will be permitted to take part in any session.

Booking and Cancellation Policy

TO BOOK A CLASS

1. Using the free app downloadable from Google Play or The App Store. Simply search 'Vital Signz Dance', download the app, set-up an account and enter your debit or credit card details when requested. You can then look up the class/enrollment/package/contract that you require and simply click where indicated to book.

From our timetable page, click through to create an account and book the classes you want.

You will need to make payment at time of booking on either a pay-as-you-go basis or you can purchase a package or membership. If classes are full we do operate a waiting list. If you book yourself onto the waiting list, please check your emails for notification of a space. **If you fail to check your emails and turn up for your space then you will lose your payment for class.**

TO CANCEL A CLASS (not applicable for dance teams or courses)

We operate a strict cancellation policy as classes are very popular. You must cancel your booking on your online account no later than 48hrs before the scheduled start time or you will lose your payment or be charged a fine. Please respect this and have consideration for other members so they can book into your space. We understand that things pop up in every day life that can suddenly change your plans, but please cancel your space as soon as you know if you cannot make it. **WE DO NOT ACCEPT CANCELLATIONS OVER THE PHONE, TEXT OR EMAIL** as these may not be picked up in time. Simply log-in on the app or via the link on the website to cancel your booking.

CANCEL MORE THAN 48HRS BEFORE CLASS:

No problem! For those of you who paid in advance either on pay-as-you-go rate or with a 10 Class Pass, then your payment shall be credited back to your account to use for a future booking.

CANCEL LESS THAN 48HRS BEFORE CLASS (pay-as-you-go or 10 Class Pass):

Payment will not be refunded. When you book for your classes, this policy is outlined in our Terms & Conditions.

CANCEL LESS THAN 48HRS BEFORE CLASS (Memberships):

A fine of £2.50 shall be applied to your account and charged to your stored card details. When you book for your classes, this policy is outlined in our Terms & Conditions. Once you click to book, you therefore agree to our terms and authorise the £2.50 charge.

CANCEL MORE THAN 48HRS BEFORE CLASS: (Dance Teams/Courses)

Payment will not be refunded. The course/termly fee is inclusive of sessions on specific dates. If you are unable to make those dates you should not complete the original sign-up.

If you have any problems with cancelling your booked classes on your online account, please contact Anna/Carly ASAP.

Waiting Lists

We operate waiting lists for all classes on our timetable if the class is full. All members must have a valid payment option available (see above) to secure their space on the waiting list. If you get a space in the class, VSD will send an automatic email update to inform you. Please note that the 48hr cancellation policy also applies to the waiting list, so if you receive a space in class less than 48hrs before the class start time and fail to turn up then you will be charged. If you know before the 48hr cut-off that you can no longer make it, please remove yourself from the waiting list to avoid gaining a space and being subsequently charged.

If you unfortunately do not gain a space in class, any payments made via drop-in rate or a pass for your wait-list space will be automatically credited back to your member account to use for a future booking instead.

Communicating with Anna & Carly

Please first visit the website page where you will find answers to most of your enquiries. If your question is not there, please call or email Anna/Carly on vitalsignzdance@hotmail.com. Please note that all changes to bookings must be made on your online account and is the members responsibility. We cannot accept cancellations or changes to booking via phone, text or email as these messages may not be picked up in time whilst we are teaching and you risk us not receiving the cancellation notification in time. Please only contact us via phone or email if you have extreme difficulty in accessing your online account.

If you have a Rolling Monthly Membership and are changing banks or if your card is due to expire, you must update your card details on your account immediately (either with studio reception or online). If this does not occur, we shall suspend your account and you are no longer able to book or attend classes until the new details are stored. A £10 late fee will apply if you do not provide a valid credit card or debit card information within 10 calendar days of the original rejection date. The membership will be deactivated if the monthly account payment becomes more than 7 calendar days late.

General Terms & Conditions

- You must include a current and valid email address on your account. Please advise us if your email address or home address changes, and if your surname changes through marriage. Vital Signz Dance reserves the right to store your card details on your member account, and you authorise Vital Signz Dance to take payment for any 'unpaid' class bookings. If you do not wish payment to be automatically taken for 'unpaid' bookings, then please cancel your space instead as it is against our booking policy to have 'unpaid' class reservations on member accounts. Every credit/debit card number entered is encrypted and kept in a secure format offsite, adhering to the industry's most stringent PCI standards.
- We reserve the right to refuse your account or payment, or terminate if you breach our terms and conditions.
- Opening hours, access, and the timetable are subject to change.
- Under the Distance Selling Regulations, providing they have not used our facilities or late cancelled/failed to turn up to a class, members have the right to apply to cancel their purchase within 14 days of their purchase (the cooling off period).
- If you make a payment using someone else's bank account or credit/debit card, please ensure that you have their permission to do so.
- Abuse of membership - for example, repeated non-attendance to booked classes and failure to

pay the fine, deliberate damage to or misuse of equipment, physical or verbal abuse of Vital Signz Dance staff, and conduct that is commercially detrimental to Vital Signz Dance, will result in the immediate termination of membership. No refunds will be given, and any outstanding fees, repair costs and legal fees will be charged to the offending member.

LATECOMERS Vital Signz Dance reserves the right to refuse entry to any members who turn up late to class and miss the warm-up. This is for members' health & safety, to respect other members who have arrived on time and not disrupt the flow of the class. Members must stay for the full duration of the class so that they are safely cooled-down at the end. If a member is unwell or needs to leave early, they must speak to a member of the Vital Signz Dance team who will advise on next steps, and record the member leaving early from class.

- Members are expected to wear appropriate clothing for working out in classes, especially the correct footwear (trainers or sports shoes). The Vital Signz Dance team has the discretionary power to ask members wearing inappropriate clothing or footwear to leave the class.
- Memberships/payment options cannot be transferred to another person.
- We are not legally obliged to compensate you for any service, facility or item of equipment that is unavailable for reasons of health and safety, or any class that is cancelled for reasons beyond our control (apart from refund of any pre-paid fee).
- We will not compensate you for loss, damage or personal injury where no negligence on our part can be proven.
- We reserve the right to cancel or suspend your membership at any time:
 1. You seriously or repeatedly break these terms and conditions of use, or your membership agreement.
 2. You or your guests use rude or abusive language or violent behaviour, or if your behaviour puts other class members or our staff at risk of harm or affects their interests in any way.
- If we terminate or cancel your membership for any of the reasons listed here, we will not refund any prepaid classes or membership fee (6/10 class pass or monthly pass) that you have made.

Website General Terms & Conditions

Vital Signz Dance invites you to visit its website. Access to and use of the site is subject to the terms and conditions outlined herein and all applicable laws. Vital Signz Dance reserves the right to modify these terms and conditions from time to time by updating this notice. This is an offer made by Vital Signz Dance to you, under which you are invited to browse, peruse and interact with our website for your own personal education, guidance, information and communication with Vital Signz Dance.

This offer is expressly conditional on your acceptance of these terms and conditions. This Agreement represents the entire agreement between you and Vital Signz Dance concerning access to the Vital Signz Dance website and takes precedence over all such existing communications and/or agreements.

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Vital Signz Dance reminds you that they police and enforce their rights vigorously to the maximum extent available under the law.