

## 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](mailto: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.