









# Shut Up & Dance Ltd Terms & Conditions

## Health & Safety Waiver

- I agree that I do not have any conditions that will impair my ability to attend and complete a class safely
- I agree that any injury incurred as a result of the class is my responsibility.

## Shut Up & Dance Purchase, Booking & Membership Policy.

Please read and agree to our terms and conditions:

-  Purchases are non-refundable
-  Booking is essential
-  You can book for up to three friends per reservation with all credit pack options except *1. Intro Offer*
-  Expiration dates apply
-  Instructors are subject to change
-  Credit redemption is subject to availability
-  If your payment fails, it will automatically retry the charge up to three times. If your account shows a negative balance, you may be locked out of your account and unable to book
-  If you are on the waitlist, it is your responsibility to manage your notifications and position in the class. For example, we cannot return credits if you are bumped into a class you didn't attend.

All of our payment options are subject to expiries, which are detailed in the description of the pricing option. It is your responsibility to understand the expiry length of your pricing option and use your credits before their expiry date.

Courses are upfront payments which afford you a discounted per-class rate and are for specified course dates only. Course purchases are not transferable. Missed classes are not refunded.

Our Intro Offer (2 x for \$25) is not shareable. All other pricing options are shareable e.g. you can use your credits to book on behalf of a friend.

## Cancellation & waitlist policy:

Simply cancel with more than 6 x hours before the class start time and have your credit returned to your account, valid for rebooking at another time. When a spot becomes available, the first person on the waitlist will be notified and *automatically bumped* into the class.

👉 If you are on the waitlist, it is your responsibility to manage your notifications and position in the class.

✗ If you cancel with *fewer than 6 x hours* before the class start time, your credit will be absorbed (and not returned) as though you attended the class. The same applies if you do not cancel and do not show (because your spot could have been taken by somebody else).

😞 If you book but do not show for class 5 x times, you will be restricted from making further bookings. Please get in touch with us to clear the restriction.

## Here are some exceptions:

👍 We will refund a purchase or extend an expiry due to a situation that is out of your control. Examples include an injury, bereavement, change in circumstance etc.

👍 If the classes have been so full it's been impossible for you to book into a class before your credits expire, just email us – we're not grinchies.

👎 We will not refund purchases due to a change of mind.

👎 We will not extend expiries if you forgot about your credits.

## How to identify us on your bank statement:

Payments to Shut Up & Dance Ltd will show as either

1. 'WWW.SHUTUPANDDANCE.CO' OR
2. 'GOCARDLESS' (direct debit clients only)

## Our Health & Safety Policy

Please ensure you act in line with government regulations and Ministry of Health guidelines. This means:

1. Cancelling your booking if you're showing any cold or flu-like symptoms. In order for your credit to be returned do within 6 hours
2. Being respectful of your instructor and participants' personal space

For the most current update regarding our Covid-19 policy, please refer to our [FAQ page](#) – it's the last question.

Thank you for your cooperation in agreeing to these terms!

\*high five\*

The Shut Up & Dance Team