



First Dance

Terms & Conditions

WEDDINGS



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## **Arête Studios**

**10/197**, Murarrie Rd, Murarrie. QLD 4172.

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# Couples Dance Lessons Policy Handbook

This Policy Handbook provides the relevant and important information you will need to best understand the operational requirements of First Dance as a business of The Big Dance Group Pty Ltd, and you as a student or client. This Policy Handbook provides policies specific to Couples Dance Lessons.

Any Policies mentioned within the Company Policy Handbook, that are not specified differently within this document, also apply. This document outlines only those policies specifically relevant to Couples Dance Lesson services. Please familiarise yourself with all relevant documents.

Failure to comply with these policies may result in the immediate cancellation of our service to you with no refund.

## Managerial Delegates

*Mrs Hollie Ison*

- Company Director

*Mr Simon Ison*

- Privacy Officer
- Human Resources

## Brisbane Training Centre

**Arête Studios**

10/197, Murarrie Rd, Murarrie. QLD 4172.

# Bookings, Cancellations & Fees

We recognise that plans change, and life events sometimes interfere with one's ability to attend scheduled appointments. Whilst we will do everything in our power to help you stay informed or reschedule if required; our cancellation, fees and refund policy is as follows:

## 24-hour Cooling Off Period

In the event you change your mind, you will have 24 hours from the time of purchase to notify us in writing and have your payment refunded minus a cancellation and administration fee of \$25.00. After that time, the following policies apply.

No cancellations are granted to services purchased on special or purchased as a coupon deal.



## Cancellation Policy

Outside the 24-hour cooling off period, no refunds are provided unless authorised under the discretion of the Company Director. A \$25.00 administration fee may apply.

## Bookings & No-Show Policies

### *Lesson Bookings Policy*

All Couples Dance Lessons require bookings. First Dance requires a minimum of 48 hours notice before any booking can be scheduled, unless specially organised and booked directly through Administration Staff.

Bookings can be made:

- Within the Training Centre via reception or an instructor,
- Over the phone with Administration Staff,
- Online via [our website](#).

*Please Note:* All new clients of Couples Dance Lessons are required to book their first lesson date and time upon purchase of the service. Any additional or follow on lessons are to be booked upon or after your first appointment.

### *Appointment Reminders*

To make sure you're fully aware of your appointments, we try our best to keep you well informed in advance. Subject to service availability, this may include:

- Reminder email and text message upon booking confirmations,
- Reminder email and text message 24 hours prior,
- Reminder email and text message upon booking alterations,
- Reminder text message 1 hour before.

### *Rescheduling & Booking Cancellation Policy*

If you require a cancellation and reschedule, the new booking must be requested no less than 48 hours prior to the original appointment, otherwise fees may be incurred.

Unfortunately, we cannot offer a free reschedule on bookings cancelled within 24 hours of an appointment. We do however, offer a 50% discount on a replacement lesson.

### *No Show Policy*

If you do not show up for a scheduled appointment or fail to cancel and reschedule within the allocated timeframes, no refund is due or discounted replacement lesson granted.

## Refund Requests

A refund must be requested in writing within 24 hours of the service purchase. Outside this cooling off period, refunds will only be granted for specific circumstances under the discretion of the Company Director. Due care and understanding will be given where necessary.

Please send all refund requests to [enquiries@firstdanceweddings.com.au](mailto:enquiries@firstdanceweddings.com.au). Cancellation and administration fees may apply.

No refunds are granted to services purchased on special or purchased as a coupon deal.

All refunds will be processed as an electronic funds transfer or direct deposit.



## Choreography Policy

First Dance Weddings abides by the [Ausdance Code of Practise](#) in accordance with the [Australian Copyright Council](#).

Any choreography created to be performed by our clients is only to be performed by the enrolled client(s) to which it was instructed during scheduled lessons. First Dance consents media release including footage and photography of any routines being performed for personal use only. The Company does not consent the use of choreographed routines for business advertising or business sales of any kind other than for First Dance Weddings, unless agreed to in writing by the Company Director.

## Studio Rules & Responsibilities

### Some General Things to Remember

- Arrive 10mins prior to your first lesson to complete enrolment forms.
- Arrive 5mins before any follow-on appointments to find your allocated studio space.
- Remain patient with your performance development or the nerves and development of others whom you are learning with. You will be given ample instruction and encouragement to practice in privacy in due time.
- Wear footwear and clothing that you feel and can move comfortably in.
- Bring a water bottle, you will be surprised how much of a workout it can be.
- No profanity, intoxication or offensive behaviour will be tolerated. Offending persons may be asked to leave.

## Further Information

For more information on anything within this document or other services, please view us online or contact our friendly staff.



*"Thank you for choosing First Dance. We look forward to making your wedding first dance an amazing and memorable experience."*

*Mrs Hollie Ison*

Company Director, Big Dance Group.

*Contact*

(07) 3890 8728

[www.firstdanceweddings.com.au](http://www.firstdanceweddings.com.au)

*Post*

The Big Dance Group

PO Box 310, Cannon Hill, QLD 4170.