

Rio Rhythmics Terms and Conditions

Try Before You Buy

We understand that sometimes, for some people, starting your dance journey can be daunting, but we're certain once you start you will LOVE it! Therefore we allow new dancers to try either our Latin Starter, Tango Starter, Samba No Pe Starter or Cuban Salsa Starter BEFORE you pay. If you love it, then you can enrol and pay for the full course. Before you take the class, simply register your details and the class time you would like to try with administration.

Payment of Fees

To enrol, Rio Rhythmics offers you two options.

1. - Pay in full by purchasing a PACK at the time of enrolment
2. Pay for the first two weeks of your course/s as a deposit and register for Ezidebit (direct debit facility) by purchasing a CONTRACT to set up regular payments until your payment is complete.

Method of payment

For all full payments, we accept EFTPOS, Visa, Master Card, cash or cheque. Ezidebit accepts payments from bank accounts or credit cards (Visa or Mastercard).

Ezidebit – the easiest way to organise your payment via Ezidebit is online, alternatively you can set it up in person or over the phone. Your deposit must be made at the time of booking prior to your class and your payment plan set up prior or on the first day of your class.

All Ezidebit fees and charges for payments made via direct debit are additional to the regular instalments nominated, and are payable by the customer.

Fees and charges are as follows:

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| \$2.20 | - Administration fee (one-off charge on set-up) |
| \$1.10 | - Transaction fee (for direct debit via a bank account, credit union or building society account) |
| 2.2% | - Transaction fee (for credit card transactions via direct debit). Minimum cost \$1.10. |

** Failed Ezidebit may incur a dishonour fee from your banking institution through Ezi Debit*

*** Instalment option is available on 12 week courses only*

**** Payment deducted from your account on a weekly basis*

Receipts are issued upon request.

Pro Rata Bookings

Please note that pro rata bookings are only available from week 4 of the term for 12 week courses, or if you will be away for 3 or more weeks due to holiday or work commitments. Pro rata payment is not

accepted for Latin Starter or Foundation 1 courses, if you can not attend all the classes in the block make up classes will be offered as a replacement.

Enrolling late in the term

If you enrol in weeks 2 & 3 of the term payment for the term will be made in full and the relevant number of make up classes will be booked to cover the missed classes. You can choose a PACK or CONTRACT payment option.

If you enrol in weeks 4 - 6, payment for classes will be made in full for Pack 1 or Pack 2 and a 30 - 45 minute private lesson will be included to catch-up on the missed course material. This lesson will need to be completed before beginning your first class. For Pack 3 please speak to administration as this is charged on a case to case basis. Unlimited pricing will not change due to the number of course options available.

For enrollment after week 7 or for a minimum of 6 classes within a 12 week course please get in contact with administration or a teacher to discuss the number of private lessons you might need to take to catch up on course material. Classes will be charged pro rata in conjunction with the number of private lessons taken.

For those with previous Latin dance experience, you may be able to join straight into a course late, without a private lesson, this needs to be discussed with a teachers, and a trial class to fin the right course for you may be necessary instead.

Cancellation policy

Unable to start your course?

You may cancel your course any time prior to the start date of week 1 of each term for a full refund, less a \$25 cancellation fee.

Unable to complete your course?

Refunds will not be awarded after the first week of your course has commenced. However, a credit, less a \$5 administration fee, may be allocated to the following term at the discretion of Rio Rhythmics. Please note that this credit must be used within the following term. Credits will only be considered if you contact Rio Rhythmics prior to the classes you will not be able to complete take place.

In the event that you are unable to start or complete a course due to medical reasons, a refund for classes you will not be able to attend less a \$25 cancellation fee or credit less a \$5 administration fee may be allocated at the discretion of Rio Rhythmics once a medical certificate is presented.

Unable to attend one of your classes in a term?

We understand that life is busy and things come up. If you can't make your class for any reason you must advise us by phone, 07 3844 1824 or email dancing@riorhythmics.com.au. We ask for 24 hours notice if possible. **Our cut off is 5pm on weekdays and 1pm Saturday and Sunday** as we do understand that sometimes you are delayed at work or there are unavoidable problems that arise. You

can arrange a Make Up class at the time you advise us you will not be able to make your normal class, or at a later date within the same term. **If we are not advised by the above mentioned times no Make Up class or credit will be given.** For our policy on credit and make up classes please refer to those sections in the full Terms and Conditions.

Exemptions

All specialist workshops and all events are non-refundable.

Non-transferrable

As our courses are progressive, they are unable to be transferred from person to person. At the discretion of Rio Rhythmics management your fee's may be transferred to a following term or to another person by way of a credit.

Make up classes

It is a student's responsibility to attend courses they are enrolled in. Make up classes are subject to the availability of space or ratio in a student's relevant class or levels below and we therefore CANNOT GUARANTEE a suitable replacement.

It is a requirement that our payment terms are met in full before the student is eligible for a make up class. Please note that we only allow 2* make-up classes for 6 week courses and 3* make up classes for 12 week courses.

Credits will not be awarded where availability of space or ratio prevents a student from doing a make up class. Please see cancellation policy for more details on credits.

Make up classes must be pre-booked to ensure there is availability in the requested class. This can be done at the time you advise Rio Rhythmics that you are unable to attend your regular class, or within the term you missed a class. Please see Terms and Conditions related to Unable to attend one of your classes above for more details.

Make up classes must be taken within the same term as your missed class.

Absence from four or more classes per course may result in a your inability to progress to the next level.

** Exceptions to the number of make up classes per term apply to Shift Workers, please advise our team when booking your course if you are a shift worker, we appreciate organising your schedule in advance to avoid disappointment.*

Bonus classes and courses

Where class numbers are low or partner levels are uneven, Rio Rhythmics may offer bonus classes to both leaders and followers from week two of a term. Bonus classes are offered to students that would benefit from the extra practice and are at the discretion of Rio Rhythmics.

It is a requirement that our payment terms are met in full before a student is eligible and offered a Bonus class/course.

Students undertaking a Bonus class/course must give 24 hours notice if he/she is unable to attend a bonus class. Students who miss 2 bonus classes in a row from a bonus course will be contacted and the bonus class/course will be offered to another student.

Where a paying student enrolls in a course resulting in the bonus position no longer being available, the bonus student will be contacted by Rio Rhythmics and the Bonus class/course will be cancelled immediately.

You can register your interest with our administration team for Bonus classes and you will be contacted should an appropriate course become available. We cannot guarantee that there will be availability for Bonus Classes.

Private lessons

Pricing and payment

Please discuss pricing options with administration prior to booking as pricing is dependant on a number of factors. Payment must be made in full before or on completion of your lesson. Please keep in mind that private lessons are for the benefit of your own personal growth, should you wish to take a private lesson for teaching purposes please advise us prior to booking as different pricing options apply.

Unable to attend a booked private lesson

If you cannot attend your arranged private lesson we appreciate 24 hours notice where possible. When you book into your lesson you will receive the teachers email address. If you will not be attending the lesson you must email the teacher to inform them as our teachers will often arrange to be at the studio for a private lesson outside their normal working hours, especially on weekends. The cut off for informing us is 12 hours before your scheduled private lesson. Please note that if you do not inform us before this time you will be charged half of your private lesson fee to cover the teachers time.

Pricing and availability

Each course timeslot and fees are subject to change at Rio Rhythmics discretion.

Progressing to the right level of instruction

New students with a dance background may be suitable to progress directly to our standard 12 week courses. A trial or private lesson may apply.

Existing students seeking a greater challenge are invited to speak to their dance instructors about progressing to a higher level. Progression will only be considered after 2 trials of a higher level class have been completed.

Any enquiries may be emailed to dancing@riorhythmics.com.au or you can speak with your instructor/s directly to arrange this.

Public Holidays

Classes continue as normal on all public holidays including Easter. Our administration however is closed on all public holidays.

Health and risk assessment

When attending our classes you acknowledge that you take full responsibility for your own health and wellbeing at all times throughout classes and parties. Please advise teachers prior to class if you have any injuries or health issues which may affect your participation so that they can suggest alternatives if necessary.

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