

Rio Rhythmics Terms and Conditions

General 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 Dance 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.

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.

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 will be given.** For our policy on make up classes please refer to those sections in the full Terms and Conditions.

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.*

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 fees may be transferred to a following term or to another person by way of a credit.

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.

Attending the correct course for you

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.

Photography, video and digital recording.

Please note that while attending our classes you consent to Rio Rhythmics, its officers, agents, employees and proprietors taking photographs, video and digital recordings or any other visual or audio recordings of you. Rio Rhythmics reserves the right to use photographs, video and digital recordings and in any medium, including the website, brochures or for marketing purposes.

Payment Terms and Conditions

Payment of Fees

To enrol, Rio Rhythmics offers you two options.

1. PAY MONTHLY via EziDebit Direct Debit on either Annual or Termly Memberships. 6 week Courses are charged fortnightly.
2. PAY IN FULL at the time of enrolling for Annual and Termly Memberships. **Refunds are not available on payments in full for courses once Term commences.**

Method of payment

Payment in full

For all full payments, we accept EFTPOS, Visa, Master Card, or cash. Direct Debit payments can be made from your bank account or credit card (Visa or Mastercard).

Direct Debit

The easiest way to organise your Direct Debit payments* is online or in person, alternatively you can arrange this over the phone. Your payments will be deducted on the 1st of each Month.

** Failed Direct Debit may incur a dishonour fee from your banking institution through Ezi Debit*
Receipts are issued automatically via email.

Workshops & Gift Vouchers

Workshops and Gift Vouchers are not refundable.

Pricing and availability

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

Annual Membership Policies

Commencing an Annual Membership

You can sign up to an Annual Membership up until the end of week 3 of a Term. Payments can be made in full or via direct debit. Direct Debit you commence a course midway through a month your first payment will be drawn on the day of your enrolment with following payments drawn on the 1st day of each subsequent month.

Membership Suspension

You can suspend your membership provided you give us 30 days written notice, reducing payment to \$20 per month on direct debit or making a suspension payment for memberships paid in full. The notice period can be waived at the discretion of Rio Rhythmics. **Please note that suspended months don't count towards your 12 month membership**, therefore your membership would be extended for the same number of months you suspend your membership. The minimum suspension period is one month.

Annual Membership Cancellation

Unable to start?

You have a 48 hour cooling off period from your enrollment confirmation should you change your mind and wish to cancel your enrolment. After this period you may cancel your course any time prior to your first payment, less a \$25 cancellation fee.

Unable to continue?

Refunds will not be awarded after the first week of your course has commenced. Once your Direct Debit Annual Membership has commenced you can cancel provided you give us 30 days written notice, additional charges may apply. If cancelling prior to completion of your 12 month membership **(suspended months do not count towards 12 full paid months)** you must provide 30 days written notice and pay a cancellation fee of \$100. **No refunds will be given for Annual Memberships that were paid in full.**

Completing an Annual Membership

Direct Debit Annual Memberships are rolling memberships. **Direct debit payment will continue after the 12 month membership term unless you provide 14 days notice in writing prior to the end of the 12 month term to dancing@riorhythmics.com.au.** You will receive a reminder 30 days prior to your membership renewal date via email, this will be sent to the email address we have on file. If you have paid in full please contact us to arrange to continue your Membership.

Free Private lesson included with your annual membership booking

This lesson is not transferable for cash and must be taken by the member who has the annual membership within the 12 month term of the membership. You can do this private lesson with another student if you wish at no extra cost. One private lesson per annual membership.

Termly Membership Policies

Commencing a Termly Membership

You can sign up to Termly Memberships up until the end of week 3 of a Term. Payments can be made in full or via direct debit. Direct Debit payments are drawn on the 1st day of each month and if you join midway through a month, your first payment will be drawn on the day of your enrolment with following payments drawn on the 1st day of each subsequent month.

Termly Membership Cancellation

Unable to start?

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?

Refunds will not be awarded after the first week of your course has commenced. However, a credit, less a \$5 administration fee for any full term payments, 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 for payments that were made in full at the discretion of Rio Rhythmics once a medical certificate is presented.

Once your Termly Membership has commenced you can cancel provided you give us 30 days written notice, additional charges may apply. If cancelling prior to completion of your 3 month membership you must provide 30 days written notice and pay a cancellation fee of \$25.

Enrolling after Term has commenced

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 to pay in full of via Direct Debit.

If you enrol in weeks 4 - 5, payment for the course/s will be made in full for 1 Course or 2 Course memberships and a 45-60 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 3 courses 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 from week 6 or for a minimum of 7 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 at the rate of \$23 per class in conjunction with the number of private lessons suggested by an Instructor..

Pro Rata Bookings

Please note that pro rata bookings are only available from week 6 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 6 wk courses, if you can not attend all the classes in the Block Make Up classes will be offered when possible as a replacement. We remind you that it is your responsibility to attend the course/s you enrol in.

For those with previous Latin dance experience, you may be able to join straight into a course at any time throughout a Term, without a private lesson, this needs to be discussed with an Instructor prior to joining a course, either via a Free 15 minute session with an Instructor, trialing a suggested class, or watching a class and having a chat with an Instructor to find the right course for you.

Private Class Terms and Conditions

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 teacher's 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.