



# Terms & Conditions – Dance Class Bookings

These Terms and Conditions apply to all dance class bookings, including single lessons, workshops, packages, and subscriptions (ABO) offered by TanzLab JoannOrdóñez.

## 1. Booking Policies

### 1.1 No Refund & No Transfer

- All bookings are **non-refundable and non-transferable** once purchased.
- By completing the payment, the student acknowledges and agrees to this policy.

### 1.2 Exceptions

- In exceptional cases, a rebooking or temporary pause may be considered, with valid documentation and studio approval.
- Examples of exceptions:
  - Serious injury or illness (with medical certificate).
  - Family emergencies (e.g., death of an immediate family member).
  - Other exceptional cases at the discretion of studio management.
- No refunds are given, but unused bookings may be rescheduled within an agreed timeframe.

### 1.3 Right of Withdrawal (14 Days Widerrufsrecht)

- If the booking is made **online or outside the studio premises**, the student has the right to withdraw from this contract within **fourteen (14) days** of signing, without giving any reason.
- To exercise this right, the student must inform the studio (e.g., by email) **before the 14-day period expires**.

### Refunds / Conditions:

- If the student withdraws within 14 days, all payments received will be refunded within fourteen (14) days.

- If the student has already attended lessons during the withdrawal period, the value of those lessons will be **deducted proportionally** from the refund.
- By agreeing with these terms & conditions, the student agrees that lessons start during the 14-day withdrawal period: as a consequence the student acknowledges that they are **obliged to pay proportionally** for any lessons attended.

#### Exceptions to Withdrawal:

- Workshops or events with a **fixed date** are excluded from the right of withdrawal, according to §312g Abs. 2 Nr. 9 BGB.

## 2. Packages & Subscriptions (ABO)

### 2.1 Packages

- The validity period is stated at the time of purchase.
- Classes are **not interchangeable** and are tied to scheduled dates.
- Unused classes cannot be exchanged, rescheduled, or recovered (except under §1.2).

### 2.2 Subscriptions (ABO)

- Subscriptions are billed **monthly**, starting on the **date of purchase**, not the calendar month.
- Minimum term: **3, 6, or 12 months** (depending on subscription).
- After the minimum term, the subscription continues automatically on a **monthly basis at the same rate**.
- Cancellation requires **4 weeks' written notice (via email)**.
- Cancelling mid-cycle does not stop billing. The student is responsible for the full monthly fee until the 4-week notice period ends.

#### Example:

- If a student cancels on the 15th, they will still be charged for the next full cycle, as the 4-week notice extends into the following billing month.

## 3. Financial Terms

### 3.1 Payments

- Payments are due at the beginning of each subscription or package period.
- If payment fails, the studio may suspend participation until the balance is settled.

## 3.2 Price Adjustments

- The subscription price is fixed during the chosen minimum term (3, 6, or 12 months).
- Prices may only be adjusted **after the end of the current term**.
- Students will be informed in advance of any price changes before renewal.

## 4. Attendance & Scheduling

### 4.1 Attendance Missed Classes

Students register for a specific number of courses per week according to their subscription. They are bound to these courses but they may change their selected courses **once per month** if needed.

We aim to keep our lessons at fixed dates and times. If, in exceptional cases, a class does not take place at its regular time and the student cannot attend, they may join another course within the same week as a replacement.

Missed classes **cannot** be carried over to the next month or subscription period.

During public holidays or planned studio breaks, if regular classes are not offered, the studio will provide a replacement lesson for each cancelled class. If the student cannot attend the replacement, they may switch to another class within the same month.

In the rare case that no replacement class is provided, the student will receive a **discount on the next billing cycle** equal to the value of the missed class.

In case a course is **no longer offered**, the studio guarantees a **similar course in terms of dance style and level**.

### 4.2 Teacher Substitution

- If assigned teacher is unavailable, the studio may provide a substitute.
- This does not entitle students to refunds or cancellation.

## 5. Studio Policies

### 5.1 Health & Liability

- Students participate at their own risk and must ensure they are medically fit for physical activity.
- The studio is **not liable** for injuries, accidents, or loss of personal belongings during classes.

## **5.2 Code of Conduct**

- Respectful behavior toward teachers and fellow students is expected.
- Punctuality and appropriate dance attire are required.
- The studio reserves the right to refuse participation in cases of repeated misconduct.

## **5.3 Photos & Videos**

- During classes, photos and videos may be taken and used for promotional purposes.
- If the student does not wish to appear, they must inform the studio in advance.

## **6. Agreement**

- By booking a lesson, workshop, package, or subscription (ABO), the student confirms that they have read, understood, and agreed to these Terms & Conditions.

## **7. Amendments to the Terms and Conditions**

We reserve the right to adjust these Terms and Conditions if necessary (e.g. due to changes in the law, technical requirements, or our services). You will be informed in writing (by email) of any changes. If you do not object within 4 weeks, the new Terms will be deemed accepted. In case of objection, both parties may terminate the subscription at the earliest possible date.

**Date: 31.08.2025**