

Dear MWM Dance Family,

At Move With Me Dance Studio, we are dedicated to providing you with the best dance experience possible. To maintain the quality of our services and accommodate all of our students effectively, we have implemented a cancellation policy. We believe it's important to be transparent about why we have this policy in place:

Ensuring Fair Scheduling

Our dance studio operates on a tight schedule, with limited availability for each class and instructor. When students book a lesson, they reserve a specific time slot, and this commitment helps us maintain a well-organised and fair scheduling system.

Quality Instruction

Our instructors invest time and effort in preparing for your dance lessons. A last-minute cancellation or no-show can disrupt their schedules and affect the quality of instruction they can provide to other students.

Maximising Studio Resources

We allocate resources, such as studio space and instructors, based on bookings. Cancellations without adequate notice can lead to underutilisation of these resources, impacting our ability to provide a wide range of lesson options.

Fairness to Other Patrons

A cancellation policy ensures fairness to all our members. It encourages responsible scheduling and helps us accommodate as many students as possible. Without such a policy, frequent cancellations could lead to dissatisfaction among other patrons who might have missed the opportunity to book a lesson.

Studio Sustainability

By having a fair cancellation policy, we can maintain the sustainability of our studio, support our dedicated instructors, and continue to offer a variety of dance programs and events.

Flexibility with Notice

Our policy is designed to be fair and flexible. If you need to reschedule or cancel a lesson, you have the option to do so with at least 48 hours' notice without incurring a

fee. We understand that life happens, and we aim to accommodate your needs whenever possible.

Discouraging Frequent Cancellations

While we have been accommodating in the past, consistent cancellations have caused their share of frustrations. We will continue to aim to be flexible and understanding, though frequent last-minute cancellations or no-shows can disrupt our studio operations. Our policy includes provisions to discourage such behaviour, allowing us to continue providing a high-quality experience to all our students.

Please know that our cancellation policy is meant to benefit all our valued members by ensuring a fair and efficient dance experience. We appreciate your understanding and cooperation, and we are here to assist you with any questions or concerns you may have regarding our policy.

Thank you for your continued love and support for Move With Me Dance Studio. We absolutely love being a part of this wonderful dance community and are excited to introduce these beneficial changes.

Sincerely,

Ryan Herbert
OWNER
Move With Me Dance Studio
info@movewithmedance.com



Cancellation Policy

At Move With Me Dance Studio, we are committed to providing you with exceptional dance instruction and services. To ensure a smooth experience for all our students, we have established the following cancellation policy:

1. Cancellation with 48 Hours or More Notice:

If you need to cancel your scheduled dance lesson or appointment with more than 48 hours' notice, you will not be charged a cancellation fee.

2. Cancellation with Less than 48 Hours Notice:

By default, there is no cancellation fee. We understand that circumstances can change, and we aim to accommodate your needs. However, please note that frequent cancellations may result in a cancellation fee being charged at the discretion of Move With Me Dance Studio.

Should this be enacted, if you cancel your scheduled dance lesson or appointment with less than 48 hours' notice but more than 24 hours' notice, you incur a flat fee of \$40. This fee will either be deducted from your lesson deposit or will be charged upon your next dance lesson.

3. Cancellation with Less than 24 Hours Notice:

If you cancel your scheduled dance lesson or appointment with less than 24 hours' notice, a cancellation fee of \$40 will be applied. This fee will either be deducted from your lesson deposit or will be charged upon your next dance lesson.

4. Rescheduling:

We understand that circumstances can change. If you need to reschedule your appointment, you can do so without incurring any additional charges as long as you provide at least 48 hours' notice.

5. No-Show Policy:

If you do not show up for your scheduled lesson or appointment without prior notice (without due cause), you will incur a \$40 cancellation fee.

6. Advance Payment as a Deposit:

To secure your spot in future dance classes, all students are required to pay one lesson in advance as a deposit. This advance payment will act as a deposit to confirm your commitment to attending scheduled classes.

This deposit will be applied to your first lesson when you attend. Cancellation fees will be deducted from this deposit if you cancel with less than 48 hours' notice or if you do not show up for your scheduled lesson without prior notice.

7. Group Bookings:

For group bookings and events, please contact our studio directly to inquire about our group cancellation policy, as it may differ from individual lesson cancellations.

8. Force Majeure:

In the event of unforeseeable circumstances beyond your control (e.g., natural disasters, emergencies), we will make reasonable accommodations for rescheduling or refunds on a case-by-case basis.

9. Contact Information:

To cancel, reschedule, or inquire about our policies, please contact us as soon as possible via

P: (02) 8872 1223

M: 0406 660 667 (emergencies only)

E: info@movewithmedance.com

By booking a lesson or appointment with Move With Me Dance Studio, you acknowledge and agree to abide by our cancellation policy as outlined above. We appreciate your understanding and cooperation in helping us provide the best dance experience for all of our students.

Please note that this policy is subject to change at the discretion of Move With Me Dance Studio, and any updates will be communicated to our customers in a timely manner.

Thank you for choosing Move With Me Dance Studio for your dance journey. We look forward to dancing with you!