

# **Dance with Hollie**

## **Booking Terms and Conditions**



Once you have received your confirmation email from Bookwhen, your booking is made and is then subject to the Ticket T&C's below.

Free trials can only be used once for classes, if you wish to continue and book the month, a code will be given to take your free trial class off the month.

I am unable to offer refunds for missed classes, this includes if you are required to self-isolate, sickness, appointments and holidays etc.

Where possible, a class booking can be transferred to another class if there's availability.  
I must have **at least 24 hours notice** to transfer your class.

A transfer to another class can only happen a maximum of two times, if the third class can't be made, your place will be cancelled and no refund given.

If booking the whole month, you're booking your place for that day and class only. If you need to swap to another time/day I will do my best to accommodate this.

If I am unable to provide the class due to sickness, you will be credited the cost of the weeks undelivered over to the next class/month or if classes are cancelled due to low numbers, you will be refunded accordingly.

Bookings and payments for **one class booking** must be made prior to the class starting, via the Bookwhen booking system.

**Payment must be made IMMEDIATELY upon booking or your place will be cancelled and you will need to rebook (unless have made contact with me beforehand regarding this).**

**Booking more than one class, the whole month or more** can be booked and paid for online **or** offline (no payment taken upon booking checkout but full card payment taken upon arrival to class).

If you book 2+ classes or the whole month/s and choose to pay offline (no payment taken upon booking checkout but full card payment taken upon arrival to class), and miss the first class/s full payment will still be taken upon arrival, as you have booked the whole month.

**ALL classes MUST be booked and places reserved online prior to attending classes.**

**5% discount will only apply to 2 months of classes booked, OR 1 month of 2 classes**

E.g. 2 months of tap classes = 5% off

1 month of tap classes = no discount

1 month of tap classes AND 1 month of Silver Swans Ballet classes = 5% discount

**No discount will apply if only booking Pay As You Go classes, regardless of how many are booked.**