Terms & Conditions

Last updated: 23 October 2026

1. Welcome to ClikStep

ClikStep brings the dance community together through our app, website and ClikStep Dance Experiences, helping dancers connect, discover events and enjoy dance workshops.

ClikStep is operated by **Ballroom Connection Ltd** (company number 11804635), located at 6 Vintry Mews, Walthamstow, London E17 7BJ, United Kingdom.

These Terms & Conditions apply to the ClikStep app, website and services operated by Ballroom Connection Ltd, including ClikStep Dance Experiences.

By creating an account in the app, using our services or purchasing tickets, you agree to the applicable Terms & Conditions. Our Privacy Policy explains how we collect and use personal information.

The **ClikStep App** is intended exclusively for people **aged 18 and over.** By registering, you confirm that you meet this requirement.

For **ClikStep Dance Experiences**, additional event-specific information or booking conditions may be provided before you purchase tickets.

2. Your account and profile

When creating a ClikStep App account, you agree to provide accurate information, keep your login details secure and use the platform responsibly.

You agree that:

- You will not impersonate another person or organisation.

- You will only upload photographs, videos and other content that you have the necessary rights or permission to share.
- You will respect other users' privacy and personal information.
- You will not use ClikStep for fraudulent, misleading or unlawful purposes.
- You will not attempt to access another person's account or interfere with ClikStep's security.

You can update your profile information and privacy settings within the app.

You can also request account deletion through **Settings → Delete Account**.

Further details are available in our **ClikStep Privacy Policy.**

3. Respecting our community

ClikStep is intended to be a welcoming, respectful and inclusive space for dancers of all backgrounds, identities, abilities and experience levels.

We do not permit:

- Bullying, harassment, threats, discrimination or hate speech.
- Sexually explicit, abusive or otherwise inappropriate content.
- Unwanted sexual messages, stalking or repeated unwanted contact.
- Fake accounts, impersonation, scams or fraudulent activity.
- Spam or unsolicited commercial messages.
- Sharing another person's private information without permission.
- Uploading content that infringes another person's intellectual property rights.
- Attempts to interfere with ClikStep's security or functionality.

If you encounter inappropriate, abusive or potentially unlawful content on ClikStep, including in profiles, event listings, comments or private messages, you can report it using the app's built-in reporting features.

We may review reports and take appropriate action, including removing content, restricting features, suspending accounts or permanently closing accounts where we reasonably believe our Terms have been breached.

You can also block other users using the app's available features.

4. Events and Third-party Organisers

ClikStep allows Event Organisers to advertise dance competitions, workshops, training opportunities and other dance-related events.

Event Organisers are responsible for ensuring that their listings are accurate, lawful and up to date, including dates, locations, prices, booking arrangements and contact information.

An event appearing on ClikStep does not necessarily mean that Ballroom Connection Ltd organises, endorses or manages it.

ClikStep may also reproduce publicly available event information to help dancers discover opportunities, including events that have not been submitted directly by their organisers.

Unless expressly stated otherwise, bookings, payments, cancellations, refunds and attendance arrangements for third-party events are between the participant and the relevant Event Organiser or ticket provider.

We do not guarantee that third-party events will take place as advertised or that all information supplied by organisers will always be accurate.

Event Organisers must have the necessary authority to publish or promote events and must not provide deliberately misleading information.

We may correct, restrict or remove event listings where reasonably necessary.

Where Ballroom Connection Ltd directly organises an event, the booking conditions in Section 5 apply.

5. ClikStep Dance Experiences and bookings

ClikStep Dance Experiences are workshops, classes and other participatory dance events organised by Ballroom Connection Ltd.

(i) Bookings and payments

We use Ticket Tailor and other providers to manage bookings and payments.

Your booking is confirmed once payment has been successfully completed and you have received a booking confirmation.

You are responsible for checking your booking details and providing accurate contact information so we can communicate important event updates.

Any applicable ticket prices, mandatory booking fees and event-specific conditions will be displayed before purchase.

(ii) Cancellations, refunds and transfers

All ticket purchases are final and non-refundable if you can no longer attend, except where a refund is required by law.

If Ballroom Connection Ltd cancels an event, you will receive a full refund of the ticket price, including any mandatory booking fees.

If an event is postponed or materially changed, we will explain the available options, including refunds where required by law.

Tickets are not normally transferable to another person, event or date. However, we may agree to a transfer in exceptional circumstances, at our discretion and where arranged with us in advance.

Nothing in these terms affects your statutory consumer rights.

(iii) Changes to instructors, venues or event arrangements

There may be exceptional occasions where we need to make changes to an event's timetable, venue, programme or teaching arrangements.

If a named instructor or professional dancer becomes unavailable, we may offer a suitable replacement, reschedule or cancel the event. Where the change materially affects what was advertised, we will explain your options, including any right to a refund.

Where a change is material, we will explain the available options and provide refunds where required by law.

(iv) Attending our events

Participants are expected to behave respectfully towards instructors, staff and other attendees, and to follow reasonable venue and safety instructions.

Please tell us in advance if you require accessibility adjustments so we can consider appropriate arrangements.

Dance is a physical activity, and participants should exercise appropriate care and work within their own abilities. If you are unsure whether an activity is suitable for you, consider seeking appropriate medical advice before participating.

We may refuse admission or require someone to leave where their behaviour creates a genuine safety concern or seriously breaches these Terms, subject to applicable consumer rights.

6. Content, availability and responsibility

(i) Your content

You retain ownership of the photographs, videos, text and other original content you upload to the ClikStep App.

By uploading content, you grant Ballroom Connection Ltd a non-exclusive, worldwide, royalty-free licence to store, process, display and make that content available as necessary to operate ClikStep and provide its features, in accordance with your visibility settings.

You confirm that you have the necessary rights and permissions to upload and share your content, including permission from identifiable people where required.

We may remove content that breaches these Terms or infringes another person's rights.

(ii) Our content

ClikStep's name, branding, design, software and other original platform materials belong to Ballroom Connection Ltd or their respective rights holders.

You may not reproduce or commercially exploit these materials without permission.

(iii) Availability and responsibility

We aim to keep ClikStep reliable, secure and enjoyable, but we cannot guarantee that the app or website will always be available or free from errors.

ClikStep helps users connect, but we cannot independently verify every user's identity, experience, qualifications or intentions.

Please exercise appropriate care when communicating with other users, arranging meetings or attending third-party events.

ClikStep is free for Dancers. We may introduce paid promotional services for Event Organisers and other users in the future, with applicable prices and payment terms explained before purchase.

To the extent permitted by law, Ballroom Connection Ltd is not responsible for losses caused by inaccurate third-party event information, the conduct of other users or circumstances outside our reasonable control.

Nothing in these Terms excludes or limits liability that cannot legally be excluded, including liability for fraud, death or personal injury caused by negligence, or your statutory consumer rights.

7. Changes and legal information

We may update these Terms & Conditions as ClikStep develops or legal requirements change.

Where changes materially affect users, we will take reasonable steps to notify them. We may ask users to accept updated Terms before continuing to use ClikStep.

These Terms are governed by the laws of England and Wales, without affecting any mandatory consumer protections that apply where you live.

8. Contacting us

If you have questions about ClikStep or these Terms, please contact:

Ballroom Connection Ltd
Company number: 11804635

6 Vintry Mews
Walthamstow, London E17 7BJ
United Kingdom

General enquiries: info@clikstep.com
Privacy enquiries: privacy@clikstep.com

For information about how we collect, use and protect personal information, please read our Privacy Policy.