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 JoannOrdonez.

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 attended any lessons during the withdrawal period, the value of those lessons will be deducted from the refund at the applicable single-lesson rate in effect at the time of attendance.
- By agreeing to these Terms & Conditions, the student expressly consents to the commencement of lessons within the 14-day withdrawal period. Consequently, the student acknowledges and agrees that any lessons attended during this period are chargeable at the current single-lesson rate.

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)

Unless otherwise stated, online subscriptions are subject to the same conditions as on-site subscriptions, including cancellation rules, billing logic, and attendance policies.

- Subscriptions are billed monthly, starting on the date of purchase, not the calendar month.

Subscription Minimum Duration

- On-site subscriptions: 3, 6, or 12 months (depending on the selected plan)
- Online subscriptions: 1, 6 or 12 months minimum duration (depending on the selected plan)

After the minimum term, the subscription continues automatically on a monthly basis at the same rate.

Subscription Termination

Subscriptions can be terminated with a 4-weeks notice period. The termination date must be after the end of the minimum term. If the termination date falls within an ongoing billing cycle, charges will be calculated proportionally up to that date and not for the full month.

Example:

If a student cancels on 10 May and the 4-week notice period ends on 7 June, the subscription ends on 7 June. Billing applies only until that date and is calculated proportionally, even if the termination date falls within a billing cycle.

Subscription Upgrades

Students may upgrade their subscription to include more courses per week at any time via the TanzLab app.

  - Upgrade within the same price class: If the upgrade remains within the same price class and minimum term, the existing minimum term end date remains unchanged.
  - Upgrade to a different price class with a longer minimum term: If the upgrade involves a new price class with a longer minimum term (e.g. upgrading from 2 classes per week with a 3-month minimum term to 3 classes per week with a 6-month minimum term), the minimum term is reset and starts from the date of the upgrade.

All upgrades take effect immediately and are billed in accordance with the new subscription conditions.

Course changes

Students may change their selected courses once per month via the TanzLab app. Course changes are subject to availability and do not affect the subscription price, minimum term, or billing cycle.

- Subscription changes (cancellation, upgrade, course changes etc) can be done at any time via the TanzLab app. All changes follow the applicable minimum term and notice period.

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

The following applies to both online and onsite classes and subscriptions.

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.