

Dance & Wellbeing cancellation policy – Updated March 2020

A session may be cancelled for the following reasons:

- The weather could form an unsafe environment and could increase the risk of infection and injury.
- If the facilities planned to be used cannot be accessed, leaving nowhere for the session to take place
- If all the participants are unable to attend.
- If the area used for the class is deemed unsafe.
- If the XLR8 class teacher is unable to attend.
- If the school decides to cancel the class.
- If there is a widespread pandemic or outbreak of illness preventing the session from taking place.

Money off voucher or session re-arrangement

Paying customers are entitled to a money off voucher or session re-arrangement (at the discretion of the XLR8 and school) for the following cancellations:

- The weather could form an unsafe environment and could increase the risk of infection and injury and XLR8 cancel the session.
- If the facilities planned to be used cannot be accessed, leaving nowhere for the session to take place. This does not apply if the venue have restricted access i.e venue has been double booked, locked or the space required is being used for something else or by someone else.
- If the usual XLR8 class teacher or cover teacher is unable to attend.

The money off voucher will match the amount paid for the session that was cancelled. Vouchers will not be given for any further sessions (if booked multiple sessions) but only for the session that has not taken place. Session re-arrangement is at the discretion of XLR8 Dance & Wellbeing and the venue – this could be either a free extra session or free extended session added to the original booking.

Session re-arrangement only

The following session cancellations will entitle the customer to either a free extra session or a free extended session added to your original booking (at the discretion of XLR8 Dance & Wellbeing and the venue):

- If the area used for the session is deemed unsafe with no alternative option.
- If the facilities planned to be used cannot be accessed, leaving nowhere for the session to take place. (Minimum 24 hours notice required) This does not apply if the venue have restricted access i.e venue has been double booked, locked or the space required is being used for something else or by someone else.
- If the venue cancels the session for suitable reasons. (Minimum of 24 hours notice required)
*For the avoidance of doubt, sessions will only be rearranged within the current term.
Sessions cannot be transferred to a new term for any reason.

External cancellation

External cancellation is a session cancelled by someone who does not work for XLR8 Dance & Wellbeing.

If 24 hours notice is not provided for the following external cancellations you will not be entitled to session reimbursement (voucher), a free extra session or a free extended session:

- If the facilities planned to be used cannot be accessed, leaving nowhere for the session to take place. I.e The venue has been double booked, locked or the space required is being used for something else or by someone else.
- If all of the participants are unable to attend
- The weather could form an unsafe environment and could increase the risk of infection and injury.
- If the venue cancels the session.
- In the event of widespread illness or a pandemic forcing venue closures and session cancellations.

IMPORTANT INFORMATION

Free extra sessions will entitle you to a session which matches the session that has been cancelled. Timings and content of the free extra session where possible will be the same as the original session that has been cancelled.

A free extended session can only be extended by the time of the cancelled session; the free extension is the second half of the session taking place after an original session booked. The first half of the session IS NOT FREE as it is part of your original booking.

Free: This term is only referring to money, meaning no money will need to be paid.

Customers and employers are not entitled to claim for both reimbursement (money off voucher) and session re-arrangement through the same session. Customers and employers are only entitled to one of either reimbursement (voucher) or session re-arrangement when a session is cancelled. This decision is at the discretion of XLR8 Dance & Wellbeing.

A single session cancellation does not entitle you to a full reimbursement of your chosen course (multiple sessions booked).

Reimbursed customers and employers will ONLY be entitled to what they paid for the cancelled session, if customers or employers paid at a discounted price they are not entitled to claim for a full session price.