



## Terms & Conditions

By attending this/these event(s) or class(es) you are accepting the following Terms & Conditions and agreeing to be bound by them and to comply by all applicable laws and regulations.

- Once purchased, bookings cannot be exchanged or refunded. Please only book if you're 100% sure you will be able to attend.
- Once the Time Card & Membership is purchased, it is non-refundable and CANNOT be transferred to anyone. The valid time of all Time card listed is 180 days. It counts from the first day that you start a class.
- All bookings are final, we will not readjust your booking. We advice you that you plan your schedule accordingly as we will not reply to any request regarding this matter. \*This is applicable for all classes including Time Card & Membership and the single class.
- For all passes, there will be no refunds for those who miss a class, and it will be count in your Time Card.
- The children passes, it can be used for multiple children if they are under a same guardian name. The children passes cannot be shared with two and more families, otherwise XI Dance Studio have the right to cancel the passes without any refund. This is only applicable for children passes. Any other ages of group's passes are ONLY used by one person and the name CANNOT be changed.
- We only accept and reserve your booking when you pay in advance before the class. For those who would like to pay by walk-in, your slot won't be reserved before you pay. You can only attend the class if it is not full at the time of the class.
- For the personalized small group class, the minimum number of people are 4. The passes CANNOT be used for the small group class.
- The advertised running time may change so please check before the class. Transferring of personal tickets/passes to others are not allowed.
- To protect everyone from ticket touts, we do not allow the resale of our event tickets for private commercial gain. Tickets are sold for use by the buyer and his or her party. We can cancel tickets if there's any breach of this condition, and refuse entry without refund. For your own peace of mind, please only buy from official outlets – which is directly from us.

- Management reserve the right of admission, even when tickets have been purchased.
- For classes, if you arrive more than 15 minutes late you will not be able to take part.
- Children under the age of 12 must be accompanied by parents or guardians, and the staff of XI Dance Studio is not responsible for child care. XI Dance Studio will not have any responsibilities for any accidents due to negligent care for children.
- Management accepts no responsibility for possessions lost or stolen on the premises.
- The unauthorised use of cameras, videos, or any other audio or visual recording equipment is strictly forbidden.
- That any damage caused to the XI Dance Studio studios, dance floor, projectors, mirrors or glass, is the full responsibility of the attendant. The cost of repair or replacement will be charged to the attendant in full. The cost of any loss of business incurred due to the damage will also be charged to the attendant in full.
- Mobile phones, and other electronic devices must be turned off or silenced at all times in the studio.
- You agreed cctv is in operation if you will take class or studio hire in XI Dance Studio. It only be used for the protection of the property of XI Dance Studio.
- Management reserve the right to make changes to these Terms & Conditions at any time without prior notice.

### **Privacy Policy:**

We respect your privacy and protect all personal information you provide when buying tickets. The information you provide will be used only by ourselves to deliver services and to keep you informed with news, offers and future events. We do not forward our database to outside companies involved in marketing. If at any point, you wish to be removed from our database, please do not hesitate to contact us.