

## **General Terms and Conditions – Dans-dansen**

### **General rules**

1. Participation in classes is only permitted when wearing indoor sports shoes or dance shoes that have not been worn outside.
2. Smoking is not permitted anywhere in the building.
3. Consumption of food and drinks in the studio is not allowed, with the exception of water and/or sports drinks in plastic cups or bottles.
4. Chewing gum during class is not permitted.
5. Dans-dansen is not liable for loss or damage to members' personal belongings. It is advised to leave valuables at home or, if necessary, take them into the studio during class.
6. Participation in classes is only permitted when wearing appropriate sports or dance clothing and shoes. Other clothing such as jeans and outdoor shoes is not allowed.

### **Injury / Pregnancy**

1. Injuries or pregnancy must be reported to the relevant teacher prior to the class.
2. It is possible to freeze a membership in the event of an injury. Only upon presentation of a valid document from a general practitioner or physiotherapist can the membership be frozen for a maximum period of 6 months.

### **Adult Membership**

1. Adult members must register online for classes in advance. If a member is unable to attend, they must cancel in time. If the member does not cancel on time, the class will be charged according to the active membership. Registration and cancellation are possible up to 90 minutes before the start of the class.
2. The membership fee must be paid in advance of the classes.
3. Transfer of a membership to third parties is not possible.
4. Dans-dansen reserves the right to change class formats and/or schedules without any refund of unused paid class fees for class cards or memberships.
5. Dans-dansen reserves the right to terminate memberships without refund of the remaining membership fees.
6. Dans-dansen reserves the right to operate an adjusted schedule during official holidays, summer holidays, and/or when temperatures exceed 25 degrees Celsius, without compensation of paid class fees.
7. If an automatic debit fails after the second attempt, payment of the membership fee in cash will be requested immediately, including €5 administration costs. If this request is not met, one additional reminder will be sent. After this reminder, collection of the outstanding membership fee will be outsourced to a collection agency. All costs of this agency will be borne by the member. After the first reminder, the member will be denied participation in classes.  
Only written cancellations by email are accepted. These must be received by Dans-dansen at least one month before the end of the membership or calendar month. The notice period is one month.

8. 10-class cards are valid for 3 months. After this period, a new 10-class card must be purchased.
9. A one-time registration fee will be charged.
10. An unlimited membership can be paused for a maximum of one month per calendar year. This must be requested by email at least two weeks prior to the desired period. Unlimited adult memberships for 3, 6, or 12 months are fixed-term; after this period, they are cancellable on a monthly basis.
11. Student unlimited memberships are fixed for 1 year or 6 months. After this period, it will be reassessed whether the member is still a student and eligible for the student discount.

### **Children's Membership**

12. Family pass: mother and child together. Mother has unlimited classes and the child attends 1 class per week. Cancellation is only possible after the child's season period has ended.
13. Children's memberships run in periods of 5 months:
  - Period 1: September through February
  - Period 2: February through July
14. Children's memberships cannot be terminated early, unless due to relocation outside Amsterdam. The full 5-month period must be paid.
15. Prices for children's memberships include holidays and/or public holidays and are fixed and not subject to discussion.
16. Credits are non-refundable. A missed class may be made up only by arrangement and not during the period leading up to the final performance.
17. Children's memberships must be paid monthly in advance via direct debit.
18. If membership fees are not paid on time, use of Dans-dansen's services is not permitted. If a direct debit is reversed, Dans-dansen will charge the additional costs to the membership holder.

### **Locations**

All members of Dans-dansen may attend classes at our three locations: Buitenveldert, West, and Amsteldijk (South).

If a child wishes to switch to another class day and/or location, the parent must consult with management: Zoë Spek or Michèle Vernout ([michele@dans-dansen.nl](mailto:michele@dans-dansen.nl) or [zoe@dans-dansen.nl](mailto:zoe@dans-dansen.nl)).

### **Final Performance**

Once per year, Dans-dansen organizes a final performance in a theatre. Participation is voluntary and not mandatory. All information regarding ticket sales, date, theatre location, and other details will be sent to members and/or their guardians via email and newsletter.

### **Confidential Information**

Dans-dansen receives confidential information such as personal data and bank details. These will be handled confidentially at all times in our backup membership system, Trainin, and by the management team: Zoë Spek and Michèle Vernout. Dans-dansen will manage this data appropriately and in accordance with GDPR regulations, effective from May 1, 2018. Trainin is an online backup management system used by Dans-dansen for member

administration and by members as an online account. Trainin fully complies with GDPR requirements as of March 1, 2018. For more information, please refer to [Trainin.nl](https://www.trainin.nl).