

# Isabelle's Tap Studio

## Booking Terms and Conditions

### 10 Week Class Pack (Pack)

- 10 week class packs will start and end on nominated dates, you cannot select your own start and end dates.
- If you are unable to attend a class scheduled in your pack you may attend another class in that same week, being Monday to Saturday (make-up class).
  - For example, if you are booked into a Thursday night class and you cannot attend you can join any class on the Monday – Wednesday night prior, or the Saturday immediately following.
- If you are unable to attend any scheduled or make-up class during a pack period you will forfeit the payment for that class.
- Notice of inability to attend would be appreciated.

### Cancelling or Re-scheduling Casual bookings

- A Casual booking means any class booking other than a pack booking.
- Booking cancellations or re-scheduling may only be made via the online booking system. Cancellations via text, email, direct message or any other means will not be accepted.
- Cancellations or re-scheduling for week night evening classes must be made by 10am on the day of your class.
- Cancellations or re-scheduling for Saturday classes must be made by 10pm on the Friday evening prior to your class.
- Failure to cancel or re-schedule within the designated times will incur a 50% late cancellation fee.
- Those who fail to attend a scheduled class will incur a 100% 'non attendance' fee. No refund or credit will be given.

### Illness

- If you are required by the law to quarantine you will be provided a full credit for those classes impacted.
- Illness of a long term nature will be considered on a case to case basis in so far as a request is made for a refund but the decision of Isabelle's Tap Studio shall be final.

### Cancellation by Isabelle's Tap Studio

- If a pre-paid class is cancelled by Isabelle's Tap Studio (pack or casual), you will be notified and will receive a credit towards your next class.