



Terms & Conditions

Please read through the terms and conditions below. When joining Bosman Ballet Flow as a member or attending class as a casual attendee, you agree to the terms and conditions as below.

General

1. All purchases of services (classes, workshops, courses and events) are non-refundable.
2. Purchases of products (merchandise) are refundable in new and unused condition up to 10 days after purchase.
3. For casual class attendance, payment must be made upon booking or paid in cash at time of attendance.
4. Bosman Ballet Flow is not responsible for the safekeeping of your personal belongings.
5. It is the responsibility of the attending member/visitor to notify Bosman Ballet Flow of any previous injury, illness, or conditions that may impact their practice.
6. Classes at Bosman Ballet Flow may be physically strenuous and you voluntarily participate in them with full knowledge that there is risk of personal injury.
7. Bosman Ballet Flow reserves the right to refuse entry.
8. Prices may increase from time to time to reflect increases in costs.
9. By booking into a class you automatically agree to the above terms & conditions.

Class & Workshop Cancellations

1. Please cancel if you are unable to attend a class or a workshop to make your space available to others.
2. Class cancellations must be made with a minimum of 12 hours' notice. If you do not provide notice of cancellation and there is a waiting list for this class, two (2) credits will be deducted from your BBF card.

Class Package Validity

All class packages are valid for **12 months** from **date of purchase**. There is no 'carry-over' of unused credits. You will receive notification **14 days** before card expiry.

Card expiry dates can be paused by mutual agreement for travelling, medical or bereavement reasons.

In order to allow for use of a class package across different mediums (standard studio class, advanced studio class, Zoom class and video recordings), BBF uses a 'credits' system as follows:

1. Five (5) credits for a 75 minute studio class
2. Four (4) credits for a standard 60 minute studio class
3. Three (3) credits for a standard 60 minute Zoom class
4. Two (2) credits for receiving a video recording of a standard 60 minute class

Class Packages available:

1. BBF 28 Credit Package (i.e. 7 x standard studio classes @ 4 credits per class)
2. BBF 48 Credit Package (i.e. 12 x standard studio classes @ 4 credits per class)
3. BBF 160 Credit Package (i.e. 40 x standard studio classes @ 4 credits per class)
4. BBF 360 Credit Package (i.e. 90 x standard studio classes @ 4 credits per class)
5. BBF Unlimited (any class of any duration)
6. Credit packages may be shared between members of the same family. The same expiration dates apply to shared packages.

Gift Cards

1. Gift cards can be redeemed for classes, workshops, courses, account credit, and/or retail purchases.
2. Gift cards are non-refundable and not redeemable for cash.

Disclaimer

These Terms & Conditions may be changed at any time at Bosman Ballet Flow's discretion. If we should update these Terms & Conditions, we will post the updates to our Website.

This policy was revised on 29 January 2024