



Cancellation Policy

Version	3
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Approved on	
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INTRODUCTION

Purpose

The purpose of this document is to provide guidance to teachers, other contractors and clients in the event that a scheduled dance activity is cancelled, by either the client or Dragonfly Dance.

Definitions and Acronyms

Dance Activities

Any dance classes, workshops, master classes, rehearsals and performances organised by Dragonfly Dance.

Class

A regular session that is held every week at the same time and location.

Course

A series of weekly sessions held over a fixed period of time.

Teacher

Anyone contracted to teach dance activities for Dragonfly Dance.

Contractors

Anyone engaged on a Contract For Service basis (ie an independent contractor) to deliver services to or for Dragonfly Dance.

Clients

Anyone who participates in Dragonfly Dance activities and events.

Policy

Cancellation by Dragonfly Dance

Dragonfly dance reserves the right to cancel a dance class, course or event due to insufficient enrolment, unavailability of a teacher or venue, or other reasons beyond our control.

[Offering dance classes for adults](#)

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If there are less than three (3) clients booked into any class, session of a course, or event, Dragonfly Dance reserves the right to cancel.

Every effort will be made to avoid cancellations. Clients booked into such classes, courses or events will be notified by email, or if the cancellation is less than 6 hours before the class or program starts, by SMS.

In the case of a cancellation of a class, credit for that class will be returned to the client's account in the Dragonfly Dance booking system to be used at another time.

In the case of cancellation of an event or course, clients will have the option to receive a refund or have a credit applied to their account in the Dragonfly Dance booking system to be used towards another service.

Cancellation the Client

Classes

- Refunds are not offered on classes.
- If the client cancels the class up to 1 hour before the class, it will be considered an 'early cancel'. Credit for the class will be returned to the client's account in the Dragonfly Dance booking system.
- If the client cancels the class within 1 hour before the class, it will be considered a 'late cancel', and the client will not be able to use the credit for that class to attend another class.
- If the client does not cancel their class and does not attend it will be considered a 'used class', and the client will not be able to use the class credit at a further time.

Courses

If the client cancels their participation in a course, they will be offered a credit on their account in the Dragonfly Dance booking system, which they can use to attend another course or class.

If the client has cancelled due to extenuating circumstances, they can apply for a refund by completing our online refund request form available at <https://forms.wix.com/r/70274763105574593>. If accepted, the client will receive a refund for the amount they paid, less 10% as an administration fee.

Events

- If a client cancels their participation in an event, they will not be offered a refund unless there are extenuating circumstances.
- If the client has cancelled due to extenuating circumstances, they can apply for a refund, by completing our online refund form available at <https://forms.wix.com/r/70274763105574593>. If accepted, the client will receive a refund for the amount they paid, less 10% as an administration fee.
- Refer to the cancellation policy for individual events for more details, such as whether the event registration is transferable to another party.

Responsibilities

Directors

- Approve the policy and review annually.
- Publish the policy in a manner which is accessible to members of the general public.
- Circulate the policy to all relevant contractors
- Take reasonable steps to ensure the policy is adhered to, either directly or through delegated authority. <https://forms.wix.com/r/70274763105574593>

Client Relationship Team

- Handle all cancellations, by Dragonfly Dance or client, in accordance with the cancellation policy.

Teachers

Be aware of the policy and able to direct clients to where they can find the policy.

Clients

Read and confirm acceptance of cancellation policy before signing up to any classes, courses or events and before making payment.

Procedure

Guidelines for clients

- Ensure you read the cancellation policy (and all relevant policies) before making a purchase
- If you wish to request a refund, complete the online refund request form available at <https://forms.wix.com/r/70274763105574593>
- Before requesting a refund, ensure you have read the cancellation and related policies to determine if you have grounds to request a refund.

Guidelines for Client Relationship Officer

- If a refund request is received in any form other than via completion of the online form, please direct the person to complete that form, available at <https://forms.wix.com/r/70274763105574593>
- When a refund request is received via the online form, determine if the request is valid by referring to the guidelines in this policy. If not, forward the request to the Director of Finance for a decision.
- Once the decision is confirmed, forward the refund request to the Book Keeper for them to make the refund, advise the client, and update the client's account in our booking system.

Guidelines for Book Keeper

- When a refund request is forwarded with confirmation that the request has been accepted, process the refund by EFT (electronic funds transfer).
- Update the online booking system to show that the class or item has been shown as refunded and is no longer accessible to the client.
- Email the client to confirm the refund has been processed.

Guidelines for Teachers

- If a client mentions a refund, advise them to review this policy to determine if they have grounds for a refund, and direct them to complete the online refund form available at <https://forms.wix.com/r/70274763105574593>
- If a client has a dispute about a refund, refer them to the client relationship team in the first instance. If the issue needs to be resolved by the Director of Finance, the client relationship team will forward it to the Director of Finance.

Related Documents

- Purchase Policy

Review

This policy will be reviewed annually by the Dragonfly Dance Directors and amended as appropriate.