



Membership Terms & Conditions

1 Membership duration

When you sign up for a Membership Plan with Dragonfly Dance you committing to at least 12 weeks of membership. After the 12 weeks, your membership will continue unless you cancel it (see Item 5.2 for details on how to cancel your membership). Your membership will automatically renew at the end of 12 weeks, unless you cancel it.

2 Membership levels

There are five different membership levels to choose. Details are outlined in Table 1.

3 Pricing and payment

3.1 Payment options

You can choose to pay via credit or debit card, or direct debit.

3.2 Payment instalments

Payments will be automatically deducted from your nominated credit/debit card or bank account every four weeks on the same day of the week as when your membership started.

Please note: If you use all your allocated classes (including attended and future bookings), the system will automatically create a new membership. This is a feature of the booking system that Dragonfly Dance cannot change. As a result, a new payment will be due for the new membership, and you will still be responsible for completing payments on the original membership.

3.3 Investment

The investment for each membership package is outlined in Table 1 (all prices include GST).

3.4 Concession prices

A 10% discount is available for people with a seniors, pensioner, or full-time student card.

If you wish to access the concession price, please obtain a discount code from us before setting up your membership (as it can't added retrospectively and the membership would need to be cancelled and a new one setup).

To access the concession price, a copy of your concession card must be provided, and you will be provided with a discount code. You can show your card to a member of our reception team or you send a copy a copy via email (support@dragonflydance.com.au). Concessions will not be back dated.

3.5 Variation to prices

Fees are subject to change if there are changes to our costs. You will be advised in writing if this ever happens before your 4-weekly fee changes and given an explanation for why we need to change the prices. We will review our membership prices every quarter year to ensure our prices keep up with the Consumer Price Index (CPI).

3.6 Payment service provider

Your payments will show up on your credit card or bank account statement as being to EZI Move Through Life. Ezidebit is the payment service provider used by Move Through Life Pty Ltd (trading as Dragonfly Dance).

3.7 Dishonour fee

Please ensure there are sufficient funds in your account for your four-weekly fee. If there are insufficient funds in your nominated bank account or credit card, Ezidebit will charge you a dishonour fee of \$14.80. Note, this is not a fee charged by Dragonfly Dance and is out of our control.

3.8 Credit card expiry

If your credit card is about to expire, the booking system will automatically send you an email to let you know and give you instructions on how to update it.

3.9 Late payment fee

If your payment fails, you will receive an automatic email to advise you, containing a button to click and go into our booking system to make payment. Dragonfly Dance will charge you a 10% late payment fee if your payment fails and you do not make payment within 30 days.

4 Entitlement / Benefits

4.1 Class credits

At the beginning of your 12 week membership, you will be issued with class credit for the 12 weeks upfront. The number of credits added in each 12 week cycle depends on your membership level and is outlined in Table 1. Your payment will be deducted via three instalments at four-weekly intervals. If you have not used the class credits at that time, they will expire. If you use class credits that have been issued but not paid for, you will be charged for those credits.

Please note: If you use all your allocated classes (including attended and future bookings), the system will automatically create a new membership. This is a feature of the booking system that Dragonfly Dance cannot change. As a result, a new payment will be due for the new membership, and you will still be responsible for completing payments on the original membership.

4.2 Duration of valid class credits

We do encourage you to attend the same class each week, but you can use those class credits to attend any class on our schedule, as long as you **have been approved** to attend that class based on your level of experience and the appropriate age stream.

You have 12 weeks to use your class credits. Class credits that are unused at the end of 12 will expire.

If you have booked a class and cannot attend, you must cancel your class within our booking timeframes of one hour before the class commences, if you are not attending. If you do not cancel your booking within that timeframe, the class will no longer be available for you to use.

If a class is cancelled by Dragonfly Dance, you can use the unused class credit to attend another class within your current payment cycle. As there are many classes to choose from on our timetable, you will not receive a refund if a class is cancelled by Dragonfly Dance, as you will have plenty of opportunity to make up the class.

4.3 Discounts

As a member, you are receiving a discounted class fee compared to the casual class fee. The discount is provided to members because they have made a commitment to pay for their place in a class and the high quality customer service that they receive. We aim to make our membership flexible, in recognition that adults lead busy lives and cannot always attend the same class each week. For this reason, you are able to make up missed classes, however, you do not NEED to make up missed classes. As you are paying for your place in the class, rather than actually attending, you are not losing money if you don't use all your class credits.

5 Changes to membership

5.1 Notice period for changes to your membership

Please provide 14 days' notice to make changes to your membership, such as to cancel, hold, upgrade or downgrade.

5.2 Cancellation of membership

If you aren't able to continue classes, you are able to cancel your membership by filling in our online cancellation form available on the Customer Support Online Forms page of our website (www.dragonflydance.com.au/online-forms).

The cancellation form must be completed by you at least 14 days before your next payment is due. You will not receive a refund for your most recent payment, even if you haven't used all your classes, or if you have not provided 14 days' notice.

When you cancel your membership, you will be able to use the class credits paid for in your previous instalment up until the date that your next payment was due. All unused classes will expire after the date that your next payment would have been due.

5.3 Downgrading or upgrading membership

If you find that your circumstances change, and you want to change to a different membership plan, you can.

To upgrade or downgrade, please fill in the Membership Upgrade/Downgrade form available on the Customer Support Online Forms page of our website (www.dragonflydance.com.au/online-forms)

If you upgrade your membership, the upgrade will be in effect on the day the upgrade is processed. The remaining balance of your original membership's payment will be applied to the new membership.

If you downgrade your membership, the downgrade will take effect on the day before your next membership payment is due. Unused class credits will expire at the time of downgrade.

If switching to a lower price membership plan you will not receive a refund for your most recent payment, even if you haven't used all your classes.

The option to upgrade or downgrade does not mean you can upgrade or downgrade for short periods of time.

5.4 Putting your membership on hold

If you are unable to attend classes for a period of 1 month or longer you can put your membership on hold by filling out our online hold request form available on the Customer Support Online Forms page of our website (www.dragonflydance.com.au/online-forms)

When your membership is on hold, any classes unused from the previous payment period will be available when your hold is finished. No payments will be deducted during the period of your hold.

Hold conditions:

- You cannot use any class credits during the period that your membership is on hold, but you can purchase casual classes if you want to attend classes while your membership is on hold.
- You are only able to put your membership on hold once within a 12 month period
- Minimum hold period is one (1) month
- Maximum hold period is six (6) months
- There is a fee of \$10 to put your membership on hold
- It is your responsibility to be aware of when your membership is due to automatically reactivate.
- If you need to extend the hold, you will need to provide notice in writing seven (7) days before the membership is due to be re-activated
- If you haven't contacted us before your hold period is up, you will not be refunded for the latest membership payment

If you need to extend or otherwise amend the hold on your membership, please complete the Request Membership Hold Extension form available on the Customer Support Online Forms page of our website (www.dragonflydance.com.au/online-forms).

6 Bookings

You are able to book and cancel classes through the Zen Planner mobile app (downloadable from the App Store or Google Play), online booking system (accessible through our website).

If you need to cancel and reschedule a class, you can do this through the online booking system, or mobile app.

You are able to make or cancel a booking up to one hour before the class is due to start.

Please note, if you cancel the class *at least an hour before* it starts, you'll be able to use the credit to attend any of our classes. You won't be able to do so if you don't cancel it.

7 Changes to Membership Terms & Conditions

You will be advised in writing (via email) if there are any variations to the membership terms and conditions and given an explanation for why they are being changed. Our terms and conditions are reviewed quarterly.

It is your responsibility to ensure that you are aware of any changes made to the terms and condition of membership, this includes ensuring you have whitelisted support@dragonflydance.com.au to ensure any emails we send about membership variations are not sent to your spam or junk folder and arrive in your inbox.

Table 1: Details of each membership package

	Silver	Gold	Platinum	Diamond	Ultimate
4 weekly payment instalments	\$90	\$160	\$225	\$280	\$325
Number of classes issued every 4 weeks	4	8	12	16	Unlimited
Discount compared to casual classes	18%	27%	32%	36%	41%
Cost per class	\$22.50	\$20.00	\$18.75	\$17.50	≤ \$16.25
Number of classes you'd need to miss/year to pay more than casual	12	34	57	85	118

* Note: casual classes cost \$27.50 (or \$24.75 if you have a concession discount).