



Membership Terms & Conditions

1 Membership term and cycles

The term of the membership is 12 months.

Standard memberships are divided into 13 cycles, and the duration of a cycle is 4 weeks.

Flex memberships are divided into 4 cycles, and the duration of each cycle is 13 weeks.

At the end of the membership term, your membership will automatically renew for a further term unless you submit a Membership Cancellation form (available from www.dragonflydance.com.au/online-forms) at least 2 weeks before the renewal date.

2 Pricing and payment

2.1 Payment options

You can choose to pay via credit or debit card, or direct debit through MindBody Payments (powered by Stripe). It is your responsibility to ensure there are sufficient funds in your credit card or bank account to pay your membership fees by the due date, and to ensure you have provided us with accurate and up-to-date details.

2.2 Payment instalments

Payment instalments will be automatically deducted from your nominated credit card or bank account on the same day of the week when the membership commenced.

2.3 Investment

Membership fees are published on the Pricing page of our website (www.dragonflydance.com.au/pricing).

2.4 Variation to prices

- Fees are reviewed annually and may be increased, including in line with CPI and changes in operating costs.
- Members will be notified of any fee changes at least 30 days before they take effect.

2.5 Concession prices

A 10% discount is available for people with a current 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 be 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 via email (info@dragonflydance.com.au). Concessions will not be back dated.

2.6 Payment service provider

Your payments will show up on your credit card or bank account statement as being to 'MindBody Payments (powered by Stripe), or either Dragonfly Dance or Move Through Life Pty Ltd (trading as Dragonfly Dance).

2.7 Failed payments and late payment fee

If there are insufficient funds in your nominated account, MindBody Payments will continue to attempt to collect payment every 24 hours. If payment is not completed within 30 days, a 10% late payment fee will be applied in accordance with our Failed Payments and Autorenewal Policy, available on the policy page of our website (www.dragonflydance.com.au/policy)

2.8 Credit card expiry

MindBody Payments can automatically update expired credit card details. If your card is nearing expiry, you will be notified, but there is no need to manually update it unless the card is declined.

3 Benefits

3.1 Class credits/allocation

You will have a set number of classes to use during every cycle. The number depends on your membership type and tier. Class allocations are published on the Pricing page of our website www.dragonflydance.com.au/pricing

3.2 Duration of valid class credits

Classes are valid from the start to the end of each cycle. Any unused classes at the end of the cycle will expire.

3.3 Class bookings

Class enrolment

- As a member, you will be enrolled in a set number of classes each week (based on your membership tier) for the duration of your membership.
- Your enrolment secures your place in a class each week, which ensures you won't miss out if the class is at capacity.

Managing bookings week to week

- If you are unable to attend an enrolled class, you will be able to cancel the class booking via our online booking system up to an hour before the class start time.
- If you cancel the booking within that timeframe, the class will be reallocated back to your account in our online booking system so you can book and attend another class before the end of the current cycle.
- If you do not cancel the booking, the class will be forfeited.
- If you are unable to attend, please ensure you do cancel as soon as possible to make space for another dancer.

Changing your enrolled class

- If you wish to change your enrolled class, please complete a Enrolment Amendment Request form available at www.dragonflydance.com.au/online-forms.
- Enrolment changes are subject to availability and suitability.
- Please refer to our Enrolment Policies and Procedures for further information.

3.4 Discount on additional classes

As a member, you will receive a 10% discount on purchase of Drop-in or Quarterly class passes, which you can use if you want to attend more classes than the allocation for that cycle. The discount will be applied automatically in our online booking system when you purchase.

4 Membership management

4.1 General conditions

- Membership requests must be submitted via the appropriate form available at www.dragonflydance.com.au/online-forms.
- Two weeks' notice is required for all membership changes unless otherwise stated.
- Unless otherwise stated, any decision made by Dragonfly Dance regarding membership management is final and no further discussion will be entered into.

Hold conditions

- You may put your membership on hold once during each membership term
- The end of your current membership term will be extended by the hold period.
- There is a \$10 fee to put your membership on hold.
- Membership holds can be for a minimum of 4 weeks and a maximum of 6 months.
- While your membership is on hold
 - no payments will be deducted
 - unused class credits from your previous payment period will be available when your hold ends
 - However, you cannot use any membership class credits while on hold.
- It is your responsibility to be aware of when your membership is due to automatically reactivate. No refunds will be provided due to failing to be aware that your membership is due to come off hold.

How to request a membership hold

- Two weeks notice is required to put your membership on hold to ensure sufficient processing time
- To request a membership hold, please complete the Hold Request form on our website (www.dragonflydance.com.au/online-forms).
- Your hold request will be reviewed to ensure you are eligible for a hold.

Hold amendments

- You may amend the duration of your hold (shorten or extend the hold period) by completing the Hold Amendment form on our website (www.dragonflydance.com.au/online-forms)
- Two weeks' notice is required to extend your hold
- The hold may be extended up to a maximum period of six months

4.2 Upgrading membership

- If you want to enrol in additional classes, you may upgrade your membership to accommodate the additional classes.
- An upgrade is a new membership, and as such, the 12 month membership term commences from the date the upgraded membership begins.
- To upgrade your membership, complete the Membership Upgrade form at www.dragonflydance.com.au/online-forms
- Any remaining balance from your original membership will be applied to the new membership.

4.3 Downgrading membership

Your membership cannot be downgraded except in extenuating circumstances, which will be considered on a case-by-case basis.

- Decisions on downgrade requests are at the discretion of Dragonfly Dance.
- Once a decision has been made about the hold request, the decision is final and no further discussion will be entered into.
- No refunds will be issued for prior payments, even if you have not used all your class credits.
- Any unused class credits will expire on the date the cancellation comes into effect.

4.4 Cancellation of membership

- You are only able to cancel your membership in extenuating circumstances, which will be considered on a case-by-case basis.
- Decisions on cancellation requests are at the discretion of Dragonfly Dance.
- Once a decision has been made about the cancellation request, the decision is final and no further discussion will be entered into.
- If an early cancellation request is approved, a cancellation fee equal to 30% of the remaining membership balance will apply.
- No refunds will be issued for prior payments, even if you have not used all your class credits.

5 Changes to Membership Terms & Conditions

- You will be notified via email of any changes to the membership terms and conditions.
- Dragonfly Dance communicates with members via email using Mindbody Marketing Suite. Membership notices, updates, policy changes and other important information will be sent through this system.
- It is your responsibility to:
 - maintain a valid email address on your account in our online booking system
 - ensure emails from Dragonfly Dance are not blocked or filtered by your email provider
 - remain subscribed to Dragonfly Dance email communications
 - be aware of information sent to members via email
- Our terms and conditions are reviewed quarterly.