



Policy: Memberships during annual studio shutdown

Version	1
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Purpose

This policy provides clear guidelines for managing memberships during the two-week studio closure over the Christmas and New Year period. It ensures that both Dragonfly Dance and its members can maintain flexibility while safeguarding the financial health of the studio, ensuring that we can continue to offer high-quality services year-round.

Scope

This policy applies to all members of Dragonfly Dance who are on a membership plan with regular payments (every 4 weeks, with a minimum commitment of 12 weeks). This policy does not apply to clients attending drop-in classes. It outlines the procedures for class attendance, membership continuation, and options for extensions during the Christmas and New Year shutdown.

Definitions

Membership	A recurring subscription agreement granting access to Dragonfly Dance classes at a discounted rate. Memberships require a minimum commitment of 12 weeks and are paid every 4 weeks.
Shutdown Period	The annual two-week period during Christmas and New Year when the studio closes for a break.
Extension	An additional two-week period added to the membership duration for members who are unable to attend classes due to the shutdown period.
Hold	A suspension of a membership for an extended period of four weeks or more, generally for health, travel, or other significant personal reasons. Holds must be requested in advance and are subject to approval.
Viability of Classes	The ability of a class to continue operating during the summer period, based on the minimum number of participants required to cover the costs of running the class.

Responsibilities

Studio management

- To communicate the shutdown dates and the impact on memberships to all members well in advance.
- To provide clear information on options for members to make up missed classes or apply for extensions.
- To review class attendance during the summer period and cancel classes that are not financially viable.

Teachers

- To communicate with their students about the shutdown period and any changes to their class schedules.
- To provide support and flexibility to students in terms of making up missed classes before or after the shutdown period.
- To assist members in planning their class attendance around the holiday period, ensuring they are aware of available options.

Support and welcome team

- To assist members with any questions regarding the shutdown policy and guide them through the process for submitting extension or hold requests.
- To help ensure members understand the importance of continuing their memberships and attending additional classes where possible.
- To ensure the online form for extension and hold requests is easily accessible and assist members in filling out the form if needed.
- To process extension and hold requests submitted through the online form in a timely manner.

Members

- To understand and comply with the studio's policy on membership during the shutdown period.
- To utilise the flexible class attendance options and attend extra sessions if possible.
- To submit a request for an extension or hold in advance, using the online form at www.dragonflydance.com.au/online-forms.
- To be aware that this policy applies only to members on regular 4-week payment plans with a minimum 12-week commitment. Drop-in clients are not eligible for extensions or holds.

Policy details

Membership continuation during the shutdown

Dragonfly Dance will close for two weeks during the Christmas and New Year period. In 2024/25, this will be Saturday 21 December to Monday 6 January 2024. Memberships will remain active throughout this time, as the studio continues to incur significant operational costs, including rent. Members are encouraged to continue their memberships and take advantage of the flexibility available to them, including making up classes before or after the shutdown period.

Flexibility for class attendance

To maximize the value of their membership, members are encouraged to attend additional classes before or after the shutdown period. This offers flexibility to make up for any missed classes, particularly as the summer period typically allows for more flexible schedules.

Even if members are unable to make up the classes they miss during the shutdown, their 12-week membership takes this into account. They are not paying more for their membership than they would if they were paying for individual drop-in classes. For example, **Silver members** pay \$270 for a 12-week membership (3 instalments of \$90), which is less than the cost of attending 10 out of 12 drop-in classes at \$27.50 each (a total of \$275 for 10 drop-ins).

Moreover, as other membership plans provide an even greater discount, these members are even better off financially. This ensures that all members, regardless of their membership level, are receiving excellent value for their membership, even if they are unable to make up for the two week studio shutdown.

Applying for a membership extension or hold

Class expiry extension and membership hold requests must be requested at least two weeks **before** the shutdown period begins. Retroactive extensions will not be accepted.

Members must apply through the online form at www.dragonflydance.com.au/online-forms

Procedure for applying for an extension

Members are to complete the *Request Extension to Class Expiry Date* online form.

Extensions are for **two weeks only** and are not an alternative to a long-term hold.

Holds for Extended Absences - Holds are only granted for extended absences of **four weeks or more** (eg, long-term travel, health reasons), not just because you want a break. Keep in mind, members are only entitled to one hold per year, and there is a \$10 fee for putting membership on hold.

Procedure for applying for a hold

Members are to complete the *Put Membership On Hold* online form.

Members must apply in advance for a hold, submitting the request through the online form at least two weeks before the expected absence begins.

Requests should include the expected duration of the hold and any relevant details.

Holds are granted at the discretion of the studio and must be approved by management.

Summer class viability

During the summer, some classes may be suspended temporarily if they do not meet the required number of active members threshold to remain financially viable.

Procedure for class suspension

Studio management will monitor membership hold requests for the summer period.

If a class does not have sufficient members to cover costs during the summer period due to membership holds, the class may be cancelled until attendance levels increase to support its return.

Members will be notified in advance of any class suspension, and alternate classes will be suggested where appropriate.

By maintaining this policy, Dragonfly Dance aims to ensure that our members continue to enjoy their membership benefits while helping the studio navigate the operational challenges of the holiday period.

We appreciate our members' understanding and cooperation in helping us balance flexibility and financial sustainability.

Review, amendments, and related policies

Review Process

This policy will be reviewed annually to assess its effectiveness and compliance with legal requirements.

Amendments

Changes to this policy may be made by management as necessary, with members notified of any significant updates.