

For the purposes of this document, the 'buyer' is the person making the workshop booking online and the 'attendee' is the dancer attending the event.

1. INITIAL BOOKING

- a) Bookings are subject to:
 - availability;
 - acceptance by XCITE Dance Ltd;
 - these terms and conditions; and
 - any special conditions and/or restrictions which may be displayed on our website.

2. PAYMENTS

- a) Bookings are made online through the XCITE Dance website via Ticket Tailor, using a debit/credit card.
- b) Bookings can only be made for full days.
- c) Payment will be processed automatically at the time of registration. Your booking is not confirmed until full payment has been received.
- d) If payment fails, you will receive an error message and registration will not be completed.

3. CONFIRMATION

- a) Automatic acknowledgement of a confirmed booking will be sent via email to the email address entered for the buyer. Please keep this email to quote the unique Order ID and Ticket Code if you need to contact XCITE Dance.
- b) Further written confirmation of the attendee's workshop place will be emailed within 2 working days, along with a workshop information pack which contains:
 - details of the day & what to bring
 - Covid-19 Guidelines (for socially distanced events - please read these with attendees)
 - Code of Conduct (please read this with attendees).

4. CANCELLATION OF AN ACTIVITY

- a) Activities may be cancelled by XCITE Dance if they fail to attract a viable number of attendees. In such circumstances, attendees will be notified as soon as possible and full refunds will be given.
- b) If an activity is cancelled due to the sickness of the choreographer, a health epidemic, pandemic, infectious disease or any other unforeseen event, then we will try to reschedule the workshop. This may be on a different day and time from when originally scheduled. If you are unable to attend the rescheduled date, a full refund will be given.
- c) If XCITE Dance is unable to reschedule the activity, full refunds will be made.
- d) Personal arrangements including travel, subsistence and accommodation relating to the event which have been arranged by you are at your own risk.

5. WITHDRAWALS & REFUNDS

- a) Participants who withdraw voluntarily may have their workshop fees refunded, subject to the conditions below.
- b) Any withdrawals notified to us **more than 10 days** before the workshop will incur a 10% administration charge;
- c) Withdrawals **5-9 days** before the workshop will incur a 50% administration charge, unless one of the valid reasons below are met;
- d) There will be no refund for withdrawals made during the **4 days** before the workshop, unless one of the valid reasons below are met.
- e) Valid reasons for withdrawal (refunds only incurring a 10% administration charge) are:
 - injury or illness (a medical certificate **must** be produced)
 - a positive COVID-19 test result (proof required)
 - formal notification of isolation (proof required)
 - local lockdown and government enforced quarantine.
- f) Notice of withdrawal:
 - must be emailed to XCITE Dance hello@xcitedance.com and an acknowledgement received by you;

- any refunds will be based on the date of receipt of withdrawal notification, that being on which the email or letter is received by the team. XCITE Dance takes no responsibility for non-receipt of email or postage notifications.

g) After processing, refunds may take up to 14 days to be credited to your bank account.

6. TRANSFERRING OR RESELLING YOUR TICKET

- a) Bookings can only be transferred or resold to another attendee subject to the following:
- by prior arrangement with XCITE Dance. All requests must be emailed and acknowledged;
 - the other attendee must be in the same age category; and
 - tickets cannot be sold for commercial gain or profit. We reserve the right to cancel your booking and refuse entry to the event if this happens.

7. INJURY

- a) Attendees with an existing injury or medical condition attend at their own risk.

8. WAIVER

- a) Physical contact may be necessary by choreographers. If you would like to discuss this, please contact XCITE Dance.
- b) In the event of an injury or medical emergency during the activity, a qualified First Aider from XCITE Dance will provide necessary treatment and assistance to the participant, as agreed by the buyer upon booking. A nominated parent/carer will be notified of the incident. An accident report form will be completed, copies of which are held by XCITE Dance.

9. CONTENT

- a) XCITE Dance reserves the right to alter the advertised programme without prior notice and no refunds will be given. The information presented on Ticket Tailor, XCITE Dance website and in other printed or electronic notices is correct at the time of publication. Buyers will be notified of any alterations as soon as reasonably possible.

10. ENTRY ELIGIBILITY

- a) Where age restrictions apply, buyers must book accordingly and strictly adhere to the age guidelines for the workshop.
- b) We reserve the right to refuse entry to anyone who is, or appears to be, under/over the applicable age.
- c) We reserve the right to refuse entry to anyone who is, or appears to be, under the influence of alcohol or drugs.
- d) If we suspect that your ticket has been purchased fraudulently, we may cancel your booking.

11. VIDEO/PHOTOGRAPHS

- a) By booking, you agree that we can use any video or photograph taken at the event for promotional purposes, unless otherwise agreed with XCITE Dance.

12. CODE OF CONDUCT

- a) All participants will be sent a Code of Conduct with their confirmation details. Failure to observe the Code of Conduct may result in attendees being asked to leave. XCITE Dance reserves the right to refuse admission to any attendee prior to, or during, the event. In this instance no refund will be given.

13. DATA PROTECTION STATEMENT

- a) XCITE Dance holds information and contact details requested at the time of your booking that enable them to provide you with information relating to a participants registration for a workshop. We will not disclose your information to a third party except where legally required to do so. For further details, please refer to the XCITE Dance Data Protection Policy, accessible online via the website.

14. CHANGES TO THE TERMS AND CONDITIONS

- a) XCITE Dance reserves the right to change these terms and conditions at any time for the benefit of the business, staff or participants.

15. AGREEMENT TO THE TERMS AND CONDITIONS

- a) Buyers are required to acknowledge their acceptance of the terms and conditions for each attendee enrolled by checking the relevant box during the online application in Ticket Tailor.
- b) The terms and conditions must be accepted in order to attend a workshop with XCITE Dance. Applications cannot be submitted until the acceptance box has been checked.