



RAKKAUDESTA TANSSIIN,
ESIINTYMISEEN JA
HYVÄÄN OLOON

TICKET TERMS AND CONDITIONS

The following general conditions apply to all tickets and payments:

1. All tickets and payments are personal.
2. All tickets are valid for a limited time and the validity can only be extended with a medical certificate.
3. The validity period of seasonal tickets cannot be extended.
4. We do not refund unused payments/tickets.
5. Tickets to weekly classes cannot be used to pay for camps, intensive courses, workshops or training programmes.
6. Camp, intensive course, workshop and training programme payments cannot be used to pay for weekly classes, unless otherwise stated.
7. Training programme payments cannot be used to pay for weekly classes, camps, intensive courses or workshops, unless otherwise stated.
8. Since there is no reception at the StepUp Studio Tapanila, it is not possible to buy tickets or pay additional fees there. Consequently, tickets for shorter classes cannot be used for longer classes in Tapanila.
9. If the dance school has to be closed due to a pandemic or similar force majeure, purchased tickets will not be refunded, but their validity period will be extended or missed classes will be compensated in another way.
10. Enrollments for weekly classes can be confirmed with a single ticket, serial ticket, seasonal ticket or anytime ticket.
11. Enrollments for camps, intensive courses and workshops can only be confirmed by paying the camp/course/workshop payments.

Tickets and payments also have product-specific conditions:

PRODUCT-SPECIFIC TERMS OF SINGLE TICKETS

The single ticket is specified to a certain duration of a class. It is possible to use the ticket also for a shorter class. You can change a single ticket to a longer class ticket by paying the price difference to the reception when you come to the class.

The single ticket is valid for 180 days from the date of purchase. You can confirm one enrollment with a single ticket.

PRODUCT-SPECIFIC TERMS OF SERIAL TICKETS

The serial ticket is specified to a certain duration of a class. You can use the serial ticket to pay for any class, but for longer classes, you must pay an additional fee at reception. The additional fee is the difference between a single ticket for a shorter class and a single ticket for a longer class.



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The serial ticket is valid for four months (120 days) from the day it is used for the first time. The days when the dance school is closed are automatically taken into account in this validity period. However the ticket cannot be valid for more than six months (180 days) from the date of purchase.

With a serial ticket, you can confirm as many enrollments as there are classes left on the ticket.

PRODUCT-SPECIFIC TERMS OF SEASONAL TICKETS

The price of a seasonal ticket depends on the duration of the class, the time of purchase and the amount of the student's seasonal tickets. StepUp is selling seasonal tickets only until the first five weeks of the season have passed. During this period, the price of the seasonal ticket goes down every week by half of a single ticket's price. We grant a personal discount to a person who uses multiple seasonal tickets to the same season. The first seasonal ticket is full price and the discount for other seasonal tickets for the same person for the same season is -15%.

The seasonal ticket confirms your enrollment to the class the seasonal ticket applies to. The seasonal ticket covers the class in question until the end of the season, and the enrollment for this class remains valid regardless of the student's absence. The seasonal ticket cannot be transferred from one class to another. By purchasing the seasonal ticket, the student commits to attend the class in question until the end of the season.

If the student is absent from the class, he/she has a chance to compensate a maximum of five absences with another class of the same price or cheaper. It is also possible to compensate for the absence with a more expensive class by paying the difference between the single tickets for the classes at the reception upon coming to the class. Absences must be compensated before the end of the season. The five compensating classes are freely available to the customer at a time of their choosing until the end of the season. There are some public holidays during the season when classes are not held (e.g. All Saints' Day, Independence Day, May Day and Easter). The compensating classes of these public holidays are included in the five times mentioned above.

Enroll in the compensating class at the reception when you come to the class. In Tapanila, you enroll to the teacher. In order to compensate for more than five absences, a medical certificate must be submitted.

PRODUCT-SPECIFIC TERMS OF ANYTIME TICKETS

With anytime tickets, you can go to all open weekly classes. Seasonal anytime tickets are valid until the end of the season in question. Weekly and monthly anytime tickets are valid for 7 days or 30 days from the date of activation. The days when the dance school is closed are already taken into account in the validity periods of weekly and monthly anytime tickets. However the ticket cannot be valid for more than 180 days from the date of purchase.



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With an anytime ticket, you can confirm your enrollment to all weekly classes. Seasonal anytime tickets can be reimbursed with a medical certificate for a continuous absence of at least 10 days.

PRODUCT AND CANCELLATION TERMS AND CONDITIONS FOR CAMPS AND WORKSHOPS WHICH INCLUDE FOOD

The camp/workshop payment (later payment) entitles you to participate in that camp/workshop (later event). Enrollment for the event is confirmed with the payment.

Enrollment must be cancelled by email to school@stepup.fi. The payment will be refunded in full if the customer cancels the enrollment no later than two weeks before the start of the event. If the cancellation is made less than two weeks before the start of the event, we will charge 50% of the payment. The payment will not be refunded if the customer has not cancelled their enrollment. If the cancellation is due to a sudden illness, the payment will be refunded against a medical certificate.

The customer is responsible for reporting any food allergies to the dance school. We try to take into account the most common allergies.

The event can be cancelled by the organiser if there are not enough enrollments, or for another similar reason. The cancellation of the event will be notified no later than one week before the start of the event. Payments are returned when the event is cancelled by the organiser.

PRODUCT AND CANCELLATION TERMS FOR INTENSIVE COURSES AND WORKSHOPS THAT DO NOT INCLUDE FOOD

The intensive course/workshop payment (later payment) entitles you to participate in that intensive course/workshop (later event). Enrollment for the event is confirmed with the payment.

Enrollment must be cancelled by email to school@stepup.fi. The payment will be refunded in full if the cancellation is made no later than one week before the start of the event. If the cancellation is made less than a week before the start of the event, we will charge 20% of the payment. The payment will not be refunded if the customer has not canceled their registration. If the cancellation is due to a sudden illness, the payment will be refunded against a medical certificate.

The event can be cancelled by the organiser if there are not enough enrollments, or for another similar reason. Cancellation of the event will be notified no later than five days before the start of the event. Payments are returned when the event is cancelled by the organiser.