

Saanwee Performing Arts

Studio Policies & Terms

Effective from July 2025

Please review all studio policies carefully. Enrollment, class participation, or any payment made to Saanwee Performing Arts confirms acceptance of studio policies listed below.

PAYMENT & ENROLLMENT POLICY

Trial Policy

- Trial fees are non-refundable.
- Trial vouchers are valid for 3 months from purchase.
- Missed trials are not refundable but may be rescheduled within validity period.

Tuition & Billing

- All payments for any programs, services or items once made - are non-refundable and non-transferable.
- A Monthly / Quarterly enrollment for any program continues on auto-billing until cancelled with 14-day prior written notice before next billing cycle.
- Missed classes are not refundable. Make-ups may be scheduled based on availability.

Payment Authorization

- A valid card must remain on file for all active enrollments as all enrollments run on auto-billing based on the selected package.
- By enrolling, you authorize Saanwee Performing Arts to charge the card on file for tuition and any approved classes, services, or additional fees.

- Charges approved via form, email, or text cannot be reversed once processed.

- All payments are final. Filing a chargeback without contacting Saanwee first violates studio policy. Any reversed or disputed charge will incur a \$25 admin fee plus bank/Stripe fees, and enrollment may be paused until all dues are cleared.

Annual Registration

- An annual registration fee of \$35 per student is charged once per year.
- This covers studio administration, welcome materials, student resources and system access.

CANCELLATION / MAKE-UP POLICY

For Group Classes

- Mark "Can't Attend" in the app at least 1 hour before class to receive a make-up voucher.
- Make-ups must be used within the same billing cycle, are subject to availability, and cannot be refunded or carried forward.

For Private Lessons

- A minimum 24-hour notice is required to reschedule. Late cancellations or no-shows will result in loss of session.
- All private lesson packages follow their purchased validity and expired sessions are forfeited.

Class cancellation

- If a class is cancelled by Saanwee, a make-up class or studio credit will be provided based on availability. Refunds are not issued.

PHOTO & VIDEO CONSENT

- Classes and events may be photographed or recorded for studio use and promotions.
- Please inform us in writing if you prefer not to be included.

LIABILITY WAIVER

Participation in dance, music, and related activities involves physical movement and the use of studio equipment. While we maintain a safe and supervised environment, minor injuries or loss of personal belongings may occasionally occur.

By enrolling and participating, families acknowledge and agree that:

- Participation is voluntary and at their own risk.
- Saanwee Performing Arts (Saanwee LLC), its staff, and instructors are not liable for any injury, accident, or loss of personal property occurring on the premises or during classes/events.

- Participation involves inherent risks, and families voluntarily assume all such risks associated with dance and related activities.
- Parents/guardians confirm that the student is physically able to participate and will inform the studio of any medical conditions or limitations.
- In case of an emergency, the studio may seek appropriate medical assistance if necessary.