

# Student Policies

## STU Arts Dance SRL

**Last Updated:** July 30, 2026

These Student Policies apply to all classes, workshops, memberships, passes, and programs offered by STU Arts Dance SRL.

By registering for or attending our classes and events, you agree to these policies. They are intended to help create a fair, safe, and enjoyable experience for everyone.

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## 1. Bookings

All class and workshop bookings, cancellations, and rescheduling must be completed through **Bsport** via the website or mobile application.

Students may book classes up until the scheduled class start time, subject to availability.

It is the student's responsibility to ensure that their contact information in Bsport is accurate and up to date so they can receive important announcements, schedule changes, and booking confirmations.

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## 2. Weekly Class Passes

Weekly class passes become active on the date of your **first attended class**, not the purchase date.

Once activated, your pass is valid for the duration indicated at the time of purchase.

If no booking is made before the pass validity period expires, the pass will automatically expire and any unused classes will be forfeited.

Passes are non-transferable and may only be used by the person who purchased them.

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## 3. Workshop Passes

Workshop passes are valid for **one (1) year** from the date of purchase.

To remain valid, at least one workshop booking must be made within that one-year period. If no booking is made within that time, the pass will automatically expire.

The same cancellation and no-show policies that apply to weekly classes also apply to workshop passes.

Workshop passes are non-transferable and may only be used by the purchaser.

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## 4. Bookings, Cancellations & No-Shows

Students are responsible for managing their own bookings through Bsport.

Classes and workshops may be cancelled up to **8 hours** before the scheduled start time.

Any cancellation made less than **8 hours** before the class or workshop begins is considered a **late cancellation**.

If a student remains registered for a class or workshop at the scheduled start time and does not attend, it will be considered a **no-show**.

Late cancellation and no-show policies differ depending on the type of pass purchased and are outlined below.

## 5. Credit Pass Holders

If you purchase a credit-based class pass (e.g. a 5-Class Pass, 10-Class Pass, or 15-Class Pass), the following policies apply:

### Late Cancellation

If you cancel less than **8 hours** before the scheduled class or workshop, the class credit will be deducted from your pass.

### No-Show

If you do not attend a class or workshop without cancelling your booking before the scheduled start time, the class credit will also be deducted.

No additional fees apply beyond the loss of the class credit.

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## 6. Unlimited Pass Holders

Unlimited Passes are intended to provide flexibility while ensuring that class spaces remain available for all students.

Students who hold an Unlimited Pass are expected to cancel bookings as soon as they know they are unable to attend.

### Late Cancellation

Students who accumulate **three (3) late cancellations within any rolling 30-day period** will incur a **€20 late cancellation fee**.

After the third late cancellation, each additional late cancellation within the same rolling 30-day period may also result in a €20 fee.

### No-Show

Failure to attend a booked class or workshop without cancelling before the scheduled start time will result in a **€20 no-show fee** for each missed booking.

Penalty fees for Unlimited Pass holders are **automatically charged** to the default payment method saved in the student's Bsport account.

These policies help ensure fair access to classes for all students, particularly when classes have limited capacity.

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## 7. Waitlists

If a class is full, students may join the waitlist through Bsport.

When a space becomes available, eligible students may be automatically added to the class and notified by Bsport.

Students who are moved from the waitlist into a class remain subject to the same cancellation and no-show policies.

Students are responsible for monitoring their booking status and cancelling promptly if they can no longer attend.

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## **8. Late Arrivals & Personal Belongings**

To ensure classes begin on time and to maintain a safe learning environment, students are encouraged to arrive a few minutes before the scheduled start of class.

Students arriving significantly late may not be permitted to join the class if the instructor determines that participation would disrupt the class or create a safety concern.

Late arrivals do not qualify for refunds, credits, or extensions.

Students are responsible for their own personal belongings at all times.

STU Arts Dance SRL is not liable for the loss, theft, or damage of personal items brought to classes, workshops, events, or other activities.

If personal belongings are found after a class or event, reasonable efforts will be made to return them to their owner. Unclaimed items may be handled in accordance with the policies of the venue where the activity takes place.

## **9. Refunds**

All class passes, memberships, workshops, and event registrations are non-refundable unless otherwise required by applicable law.

Refunds will not be issued for:

- Unused classes or workshops
- Missed classes or workshops
- Scheduling conflicts
- Change of personal circumstances
- Late cancellations or no-shows

Where STU Arts Dance SRL cancels a class, workshop, or event and no suitable alternative can be provided, participants may be offered a replacement class, account credit, or refund, as determined by STU Arts Dance SRL.

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# 10. Pass Extensions

Class pass validity periods are designed to encourage regular participation and cannot be paused or extended except in the circumstances outlined below.

## Scheduled Studio Closures

Class passes will be automatically extended to account for scheduled closures, including:

- Fall Break
- Christmas Break
- Easter Break

Students do not need to request these extensions.

## Medical Extensions

Students who are unable to attend classes due to illness or injury may request a pass extension by providing a valid doctor's note.

Extensions will be granted for the number of days indicated on the doctor's note, up to the remaining validity period of the pass.

Requests should be submitted as soon as reasonably possible.

## Other Extension Requests

In exceptional circumstances, students may request a pass extension for reasons other than medical leave.

If approved, extensions are subject to an administrative fee equal to **5% of the original purchase price of the pass per additional week requested.**

Extension requests:

- must be submitted before the pass expires;
- are reviewed on a case-by-case basis; and
- are granted at the sole discretion of STU Arts Dance SRL.

Expired passes cannot be extended retroactively.

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# 11. Holidays & Studio Closures

The annual class calendar, including scheduled holidays and closures, will be published on the STU Arts Dance website.

No classes are held during designated studio breaks unless otherwise announced.

Where passes are affected by scheduled closures, validity will be adjusted automatically as outlined in Section 10.

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# 12. Questions & Support

If you have any questions regarding your account, bookings, passes, or these Student Policies, please contact us.

**STU Arts Dance SRL**

Email: [contact@stuartsdance.com](mailto:contact@stuartsdance.com)

Website: [www.stuartsdance.com](http://www.stuartsdance.com)

We are happy to assist and aim to respond to enquiries as promptly as possible.