



Canberra Dance Theatre Purchase, Refund and Credit Policy

1. Introduction

Canberra Dance Theatre applies the following policy in relation to student purchases, refunds and credit.

We will make this policy available to anyone who asks for it.

2. Purchase, Refunds and Credit

- Dance cards are valid for a maximum of 2 years.
- Dance cards are for one person. Exceptions may be made as one-offs to 'pay' for another same-priced member at the discretion of the administrator.
- Concession cards must be shown to claim the concession price when buying a dance card.
- Only current CDT members can purchase dance cards.
- Payments for dance cards may be made in a maximum of 2 instalments.
- Dance cards must be shown to the class administrator or the student will need to pay for the class.
- A refund for unused dance classes on a dance card will only be considered on the submission of appropriate documentary evidence such as medical, work or personal reasons.
- Refunds can be done in the office by the administrator. The refund will be proportional and in cash. This must be clearly shown in the cash receipt book as a dance card refund with a negative amount.
- In the event of a class being cancelled students can claim a full refund for unused classes if they are unable to transfer to another class.
- CDT reserves the right to change the timetable and the teachers for our classes.
- CDT cannot accept responsibility for, or provide refunds for, lost or stolen dance cards.

3. How to contact us

If you wish to complain about purchase, refund, or credit issues, or have suggestions for improving our service please contact the Company Manager (see footer for details).