

Bookings / Payments Terms & Conditions

Personal Lessons - MUST be pre-booked in advance with your teacher.

Classes – MUST be pre-booked in advance with your teacher as numbers will be limited. (To be set by Welsh Government Guidelines). Places will be provided on a first come first served basis.

Please DO NOT turn up without booking as we may have to refuse you if all spaces have been pre-booked. Should we have more persons wishing to attend a class than is allowed, considerations will be made for additional classes.

Payments for all class and/ or lesson fees should be paid by Bank Transfer in advance or by Card at the studio.

Lessons and Classes with Phillip & Gaynor - We kindly ask that all payments are made in advance of the session to confirm your booking of your allocated time by Bank Transfer. To help with our administration we have set up a booking system online where you can register and book a lesson day (time to be confirmed direct with your teacher so that regular slots remain unchanged). Classes can also be added to this booking (when they are running) and one bank transfer can be made for each week (Monday- Sunday).

We currently offer Weekly Online Dance Passes, which can only be purchased in advance. Please note you CAN NOT book a week pass after the Monday.

When making the Bank Transfer you will be asked to enter your Booking Reference Number & Surname so that your account can be marked paid.

If you are unable to pay by Bank Transfer please select the option of Cash on Arrival and contact your teacher. Payment can also be accepted via Contactless Card at the studio or by Cash, which must be the correct money in a sealed envelope.

All payments must be done prior to your lesson commencing in order to have a smooth transition to the next lesson. Please contact your teacher for relevant Bank Details.

Cancellation / Refunds

If you have pre-paid a Personal Lesson and have to cancel your lesson a full refund can be provided by Bank Transfer with the following conditions.

- Full refund with 48 Hours notice
- Half of your lesson fee Refunded with 24–48 Hours Notice.
- NO Refunds can be provided for cancellations with less than 24 Hours notice.
- No refunds can be provided for Class cancellations.

Should you have chosen the option to pay at your lesson and cancel with less than 48 hours notice, the Cancellation Policy still applies and we would kindly ask that you secure any future booking with advance payment.

(This has always been our policy to date, however, will now have to be strictly enforced due to the limited times available)