

Tempest Dance & Fitness – Booking & Refund Policy

Last updated: 3 July 2025

Welcome to Tempest Dance & Fitness. Please read this policy carefully before making a booking. By booking a class, you agree to the following terms and conditions.

1. Studio Location

All classes booked through this website are held **in-person** at our dance studio located in:

Tempest Dance & Fitness

Unit 4&5 Maynards Row, Gilesgate Durham DH1 1QF
United Kingdom (UK)

We do not currently operate outside of the UK, and bookings through this website are exclusively for classes taking place in Durham.

If you are looking for a similarly named studio outside the UK (e.g. in the USA), please note that we are not affiliated with any other non-UK locations.

2. Booking Confirmation

Once you complete your booking, you will receive a confirmation email with class details and the location. It is your responsibility to ensure you are booking for the correct location and that you are able to attend the class.

3. Attendance & Non-Attendance

- If you book a class and fail to attend, we are unable to offer a refund or reschedule.
 - If you book and do not attend 3 classes in a row you may be asked to book in on the day only
 - Please arrive at least 5 minutes early to ensure a smooth start.
 - You may not be allowed to participate in the class if you arrive after the class has started.
 - You must book into the class from the website to guarantee your place.
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4. Refunds & Cancellations

a) Refund Policy

We do not offer refunds for:

- Change of mind
- Mistaken bookings for the wrong location or country

STUDIO POLICY AND GUIDELINES

- Non-attendance
- Booking a Durham class when you intend to attend the Washington studio

If a class is cancelled by us (e.g. due to staff illness or low attendance), you will be offered a reschedule, credit, or full refund. From time to time we may need to cancel on the day to allow for more people to book in.

b) Cancellation by Customer

We require a minimum of **24 hours' notice** to cancel or reschedule a class. Cancellations must be submitted by email or via your booking portal. Late cancellations will not be eligible for a refund or credit. We must have at least 24 hours notice for a private lesson cancellation. Payment will be retained for the re-scheduled class, no refunds will be given for private lessons. Full payment will be retained if less than 24 hour notice is given.

5. Booking Acknowledgement


By booking a class through our website, you confirm that:

- You understand this class is held **in-person** in Durham, UK.
 - You are able to attend the class in person.
 - You agree to our terms and refund policy.
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6. Contact Us

If you're unsure whether a class is right for you or have questions about the location, please contact us before booking:

 **Email:** info@tempestdancestudio.com

 **Phone:** +44 (0)7507632458

SAFETY, HYGIENE and GUIDELINES

- Please remove shoes on entry and leave at the door on the mat.
- Do not instruct other classmates on a move that has not already been taught to them by the instructor. This could result in being asked to leave without a refund.
- Do not attempt a move that has not been taught by the instructor.
- No jewellery allowed, this includes belly bars, bracelets, rings, necklaces, anklets and watches. Stud earrings worn at your own risk.
- No chewing gum or fizzy drinks cans allowed in class. Please take empty water bottles home.
- Please do not wear body lotion to class.
- Only positive vibes allowed in class towards yourself and others.
- No alcohol permitted before or during class.
- Please wear appropriate clothing for your activity. Shorts and t-shirt/vest for pole, leggings and t-shirt with armpits covered for aerial. No zips, buttons, rivets or studs on shorts.
- Please do not sit on the heaters or switch heaters on/off.
- Please do not use pole cloths to wipe your body, you may bring your own towel.
- At the end of the class please clean your pole first and then the floor with the cloth provided.

PHOTOGRAPHY/VIDEO

- Do not photograph anyone without their permission. Do not record the entire class.
- We encourage posting on Social Media but videos MUST be muted to protect privacy of others
- By participating in class photography/videography you hereby release all rights to Tempest Dance and Fitness for promotional purposes, unless otherwise explicitly stated by yourself.
- We would be grateful if you could please tag the studio or your instructor in your photographs on.
FB #teamtempest @tempeststudio

PRIVATE LESSONS

Private lessons must be paid for in advance or in cash on the day by agreement. You must notify us 24 hours in advance if you would like to reschedule. No refunds are given for private lessons only class credit. Credit will have a 6 months expiry date. If less than 24 hour notice is given the payment will be retained in full.

DISCOUNT CODES

A discount is available for those booking 4 or more classes in one month. Purchase a package code here [Book a package - Tempest Dance & Fitness](#)

The code can be used for one person's bookings only. Sessions can be transferred to a different date within the same calendar month with 24 hours notice. There can be no refunds once the first class of a package has been taken. Any unused classes in that month will be lost.

LIABILITY WAIVER

By booking a class and reading this you agree to the following: Dance, fitness, pole and aerial classes are challenging physical activities. Minor bumps and bruises are common. All students must work within their own capabilities and listen to instruction at all times. If you experience any discomfort during class please listen to your body and rest. Any injury must be disclosed to the instructor.

The instructor will from time to time need to touch you for spotting, posture, alignment and correction. Please ensure you are on time for class and stay until the end as a warm up and cool down is essential to avoid muscle strain and stiffness.

If you would like to see a detailed risk assessment, or copies of your instructor's First Aid qualifications, or insurance, please ask.

By accepting the terms and conditions: You agree to take full responsibility for your actions during all parts of your training. You understand that you may receive some bruising, muscle soreness and chaffing. You understand that broken bones are possible. By taking part in a class you understand that you may receive injuries which could result in death. You understand that it is your responsibility to take account of any physical or mental impediments you have before you begin any class. You will cease participation and contact the instructor if you feel unwell and you will work at your own level throughout the class.

Where possible we will accommodate any individual, though adjustments may need to be made or medical advice sought if you answered 'Yes' to any of the Health and Fitness questions. We reserve the right to defer any student to seek medical guidance before participating in a class. It is our strict policy not to teach pregnant women in scheduled classes. By accepting the terms and conditions you confirm that you will disclose all medical conditions to the instructor and update them when necessary and that where relevant you will carry personal medical equipment at all times (eg epi-pen or inhaler).