



# TERMS & CONDITIONS

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# 1. REGISTRATION

By registering for a training program or a dance class, you agree to all terms and conditions set forth in this document (sections 1-5).

## 1.1 CREW, CONCEPT, COMPLEX & CRAFT

Registration to the training programs (Crew, Concept & Complex) and training group (Craft) is done annually, once the results of the audition have been announced. Dancers who have been selected to the groups must accept their place in the group no later than one week after the results are received by filling out the registration form. The registration form will be sent to the dancers who have been selected, and the registration of a minor must always be made by a guardian.

Registration is binding for the entire season (autumn - spring). By registering, you agree to the group's schedules and costs (announced on our website) . Registration for training programs and the training group does not automatically continue at the end of the season, so everyone must reapply for the training programs and training group every year, through an audition.

The registrant (dancer or guardian on behalf of a minor dancer) is responsible for the accuracy of the contact information provided as well as informing the company of any changes to the contact information. If the registrant's (dancer or guardian on behalf of a minor dancer) contact information is incorrect, the company is not liable for any damages or losses resulting from this.

## 1.2 CLASSES

Registration for the dance classes must always be done in advance using the registration form found on our website. Registration of a minor dancer must always be done by a guardian. If a student participates in a dance class without filling out the registration form, the company has the right to invoice them based on the drop-in fee.

Registration is binding and is always confirmed by email. Places in dance classes are filled in the order of registration, however, priority is given to those who register with a full season fee. Please note that by registering for a dance class with a full season fee, a five-classes card or a drop-in fee, you will no longer be able to take advantage of the free trial for that class (more information about the free trial can be found on our website here: <https://www.wearekreativ.fi/freetrialclass/>). Confirmed registration is valid for the duration of the dance class specified on our website, according to the selected payment option and price list.

Registration for a class does not automatically renew at the end of the season, and you must always renew your registration if you want to continue in the class. If there is space in the class, you can register at any point during the season. If the class is full, we offer waiting lists in case of possible cancellations.

The registrant (dancer or guardian on behalf of a minor dancer) is responsible for the accuracy of the contact information provided as well as informing the company of any changes to the contact information. If the registrant's (dancer or guardian on behalf of a minor dancer) contact information is incorrect, the company is not liable for any damages or losses resulting from this.

If a dance class would not be implemented for any reason, those who have registered for the lesson will be notified as soon as possible and any payments already made will be refunded to the customer. See section 2.2 for more information on customer cancellation terms.

## 2. CANCELLATION POLICY

Registrations for training programs, training group Craft and dance classes are binding. More detailed cancellation terms for training programs, the training group Craft and dance classes are specified below.

### 2.1 CREW, CONCEPT, COMPLEX & CRAFT

There is no right of cancellation in training programs or the training group, which is why the company will not refund payments to those who have stopped training mid-season, except in cases of long-term illness or serious injury. Such situations are assessed on a case-by-case basis and a medical certificate is always required for long-term illness or serious injury. The medical certificate must be submitted to the company within two (2) weeks of the start of the illness or injury. In these cases, possible refunds will be calculated according to the remaining season. In such a case, please contact [info@wearekreativ.fi](mailto:info@wearekreativ.fi) immediately.

### 2.2 CLASSES

Any cancellations must be made immediately via email to [info@wearekreativ.fi](mailto:info@wearekreativ.fi). Cancellations will not be accepted in any other way, and dropping out of a dance class does not constitute a cancellation of the class.

The company accepts cancellations of registrations when the cancellation is done before the start of the season under the following conditions:

- If the cancellation is made before the start of the season, the customer will be charged one drop-in fee according to the current price list. Cancellations after the start of the season will not be accepted for reasons other than long-term illnesses or serious injuries as defined below.

The company accepts cancellations of registrations for those who cancel classes mid-term in the following cases and under the following conditions:

- Registrations can only be cancelled mid-term due to long-term illnesses or serious injuries (a medical certificate of long-term illness lasting the entire remaining semester is required). The medical certificate must be submitted to the company for refund within two (2) weeks of the start of the illness or injury. In these cases, possible refunds will be calculated according to remaining classes. In such a case, please contact [info@wearekreativ.fi](mailto:info@wearekreativ.fi) immediately.

The company cancels the class;

- If the class is canceled *before the start of the season* for reasons attributable to the company (e.g. the minimum number of participants is not met), all fees related to the canceled class will be refunded to the customer in full. All registrants will be notified of the cancellation of the class as soon as possible.

- If the class is canceled *mid-season* for reasons attributable to the company, the customer will get refunded for the classes that will not be held. All registrants will be notified of the cancellation of the class as soon as possible.

### **3. ABSENCES AND COMPENSATION POLICY**

Dance lessons missed due to reasons attributable to the client will not be compensated. Absences cannot be compensated by attending another lesson. More detailed compensation for absences (sick leave of at least four (4) weeks) is detailed below.

#### **3.1 CREW, CONCEPT, COMPLEX & CRAFT**

All absences related to the training programs' or training group's classes must be informed in advance to the group's responsible teacher. The company is not obligated to compensate financially or in time for the dance classes that have been missed due to reasons attributable to the client. Additionally, no financial compensation will be paid if the dance class has to be postponed to another time, e.g. due to the teacher's illness, or if a student has to be removed from the class due to inappropriate behavior. The company also has the right to change the teacher during the season, e.g. due to a longer leave, which does not accrue any compensations to the client. All clients affected by the change will always be informed of the changes as soon as possible.

Due to illnesses, compensations will only be paid against a medical certificate for illnesses lasting at least (4) weeks. The medical certificate must be submitted to the company for compensation within two (2) weeks of the start of the illness. Illnesses that are less than four (4) weeks will not be compensated. For illnesses lasting at least four (4) weeks, compensation is calculated according to the number of classes lost based on the tuition fee. No compensation will be paid if the student participates in classes during the sick leave by dancing or following along. If compensation is desired for the lost dance classes, the student cannot participate in any group activities during the sick leave.

In cases of force majeure or other national exceptional circumstances, customers will be informed about possible schedule changes and special arrangements (e.g. online learning, outdoor classes, rescheduling of classes). If classes can be arranged through special arrangements, fees will not be refunded.

#### **3.2 CLASSES**

The company is not obliged to compensate, either financially or in time, for dance lessons that have been missed due to a reason attributable to the customer. Additionally, financial compensation will not be paid if the dance lesson has to be postponed to another time, e.g. due to the teacher's illness or if a student has to be removed from the lesson due to inappropriate behavior. The company also has the right to change the teacher during the season, e.g. due to a longer period of leave, which does not accrue any compensations to the customer. All customers affected by the change will always be informed of the changes as soon as possible.

Due to illnesses, compensation is only paid against a medical certificate for illnesses lasting at least (4) weeks. The medical certificate must be submitted to the company for compensation within two (2) weeks of the start of the illness. Illnesses that are less than four (4) weeks will not be compensated. For illnesses of at least four (4) weeks, the compensation is calculated according to the number of classes lost based on the selected payment method. For five-time cards, the validity period can alternatively be extended by the duration of the sick leave. No compensation is paid if the student attends classes during the sick leave.

In cases of force majeure or other national exceptional circumstances, customers will be informed about possible schedule changes and special arrangements (e.g. online learning, outdoor classes, rescheduling of classes). If classes can be arranged through special arrangements, fees will not be refunded.

## 4. PAYMENT METHODS

The price list for training programs and dance lessons can be found on the company's website at [www.wearekreativ.fi](http://www.wearekreativ.fi). More detailed information on payment methods for training programs, the training group Craft and dance lessons is listed below.

### 4.1 CREW, CONCEPT, COMPLEX & CRAFT

By registering to the company's training program or training group, the customer agrees that the tuition fee is due for payment. The group's tuition fee will be invoiced via email. The tuition fee can be paid in one, two, four or six installments.

The invoice must be paid by the due date. A reminder fee of EUR 5.00 will be charged for payment reminders. If the payment is not made to the company, it will be transferred to a debt collection agency. All collection costs will be borne by the student.

### 4.2 CLASSES

By registering to the company's dance classes, the customer agrees that the dance class fee is due for payment. The payment options for the dance classes are full season fee, drop-in fee or five classes card.

#### **Full season fee**

With the full season fee you register and reserve a place in the class for the entire season. The full season fee will be invoiced by email at the start of the season. The full season fee can be paid in one or two installments.

The invoice must be paid by the due date. A reminder fee of EUR 5.00 will be charged for payment reminders. If the payment is not made to the company, it will be transferred to a debt collection agency. All collection costs will be borne by the student.

Students who register for multiple lessons with a full season fee will receive a discount on their full season fees, with the first lesson being full price and the rest being granted for a 10% discount. The discount is granted on the cheapest full season fee.

#### **Drop-in**

You can also participate to the dance classes with a one-time payment, or drop-in as we call it, if there is space in the class. A drop-in only reserves a place for the class for the week in which you have registered. Drop-in can be paid either by invoice or by card before or after the class. When choosing to pay by invoice, the invoice will be sent by email after the class and must be paid by the due date. A payment reminder fee of EUR 5.00 will be charged for payment reminders. If the payment is not made to the company, it will be transferred to a debt collection agency. All collection costs will be borne by the student.

#### **Five classes card**

You can also reserve a place for a class with a five classes card, which is for one particular class only (i.e. the same card cannot be used for several different classes). With a five-time card, a place in a class is reserved until the five times are used or the card has expired. The card can be paid for either by invoice or by card before or after the class. When paying by invoice, the invoice will be sent by email after registration and must be paid by the due date. A payment reminder fee of EUR 5.00 will be charged for payment reminders. If the payment is not made to the company, it will be transferred to the debt collection agency. All collection costs will be paid by the student. If the student chooses card payment as the payment method for the

five-classes card, but has not paid it by the end of the semester, the company will send an invoice for the five-classes card.

The five classes card is valid for 4 months from the date of purchase (June and July do not consume the validity period, since there are no classes during these months). Any classes left over from the semester can be used for the same class in the following semester according to the validity period of the card and remaining amount of classes. If the same lesson is no longer in the schedule or you would like to change the lesson, please contact [info@wearekreativ.fi](mailto:info@wearekreativ.fi).

We at WEAREKREATIV monitor the number of times used from the five classes card as it is electronic, and when the card has been used five times, the student will receive an email. The student can reply to message if they wish to renew the card. If necessary, you can also inquire about the number of times remaining at [info@wearekreativ.fi](mailto:info@wearekreativ.fi).

### **4.3 EPASSI**

You can use Epassi to pay for both training programs and dance lessons (excluding workshops) when it comes to personal, self-purchased services. You must notify us in advance about using Epassi in the 'Additional Information' section of the registration form or by email to [info@wearekreativ.fi](mailto:info@wearekreativ.fi) if you have already registered and want to use Epassi.

When paying with Epassi, you must select a payment method paid by invoice. Payment is made either through the Epassi online service or application upon receipt of the invoice. More detailed payment instructions will be provided in the registration confirmation message, or as a reply message if Epassi is used mid-season.

Payment made through Epassi must be made by the due date of the invoice sent by the company. If only part of the invoice is paid with Epassi, the remaining part must be paid by the due date as normal. The customer must always check the total amount from the invoice themselves - the company will not refund any overpayments made through Epassi.

## **5. GENERAL INFORMATION**

Every customer of the company commits to following the policies of safer spaces, which you can read more about on our website here: <https://www.wearekreativ.fi/turvallisemman-tilan-periaatteet/>. The policies of a safer space are followed in all company operations. The company has zero tolerance for bullying and discrimination. Underneath you can find general rules that apply to all our customers.

### **5.1 ABOUT DANCE CLASSES**

During dance classes all participants, both teachers and students, are required to behave in a proper and respectful manner towards everyone participating in the class. The teacher has the right to remove a student from the class if the above is not observed. Indoor shoes and clothing suitable for exercise must be worn to the classes.

Only students who have registered for the class can participate in the dance class. Friends and parents must always wait outside the dance hall. Pets are not allowed on the premises.

If the teacher of the class becomes ill, we always try to find a substitute teacher for the class. If a substitute cannot be found, the class will be rescheduled to a later date. Classes will not be canceled - classes will always be held either with a substitute or at another time.

If a student damages the property of the company or the property of The Studios or any other dance studio the company rents, the student is responsible for compensating the damage in full.

The use of intoxicants and alcohol is prohibited on The Studios premises.

## **5.2 FREE TRIAL CLASS**

KREATIV Classes have a free trial offer. You can try a new KREATIV Classes dance class free of charge at any time during the semester, as long as there is space in the class. A new class means a class that you have not attended before.

You can register for a free trial class using the free trial class registration form found on our website (<https://www.wearekreativ.fi/freetrialclass/>). There are limited places, so the participant must ensure that their participation is confirmed by email. Registering for a free trial dance class will only reserve a place for you for one week. If you want to continue participating in the class after the trial, you must register for the class by filling out the KREATIV Classes registration form found on our website (<https://www.wearekreativ.fi/classes-registration/>). After the trial class, participants will be sent a feedback survey and answering to the survey is voluntary.

## **5.3 FILMING**

Permission to film during classes is asked at the registration form and thus filming and recording during dance classes and other company activities by company representatives is permitted. However, any wishes not to be filmed will be respected in these situations. The company owns the recordings made in connection with its activities and reserves the right to use the material in its operations (e.g. marketing and advertising).

If a student films material for their own use during dance classes, they must ensure that all students appearing in the material consent to the filming. Let's respect everyone's possible wish not to be filmed or, for example, published on social media channels.

## **5.4 INSURANCES AND LIMITATION OF LIABILITY**

The company does not insure its customers against possible accidents. Each customer is responsible for having valid insurance against accidents.

Dance teachers are responsible for their students only during the dance class. The company is not responsible for property left in the dance class and its surroundings, so please take care of your own belongings.

## **5.5 COPYRIGHTS**

Choreographies learned in the dance classes are subject to copyright law. If you want to perform choreographies learned during the classes at events outside the company, you must request permission in advance from the teacher or choreographer who owns the copyright. The choreographer's name must always be mentioned in connection with the performance or, for example, in the published video. Copying choreographies or parts thereof is strictly prohibited.

The company has the right to use photo and video material taken during its operations or other gatherings/events for marketing purposes on its website or social media channels (see section 5.3).

## **5.6 INFORMING AND PRIVACY POLICY**

The company uses the information it receives for its own information and communication. The customer is responsible for ensuring that the information required for information and communication is up to date. If the contact information is not up to date, the company is not liable for any damage or loss caused by this. You can read more about the processing of personal data in the privacy policy on our website.

## **5.7 THE RIGHT TO MAKE CHANGES**

The company reserves the right to make changes to its terms and conditions. The company's current terms and conditions can always be found in this document.

## 6. KREATIV STORE

The KREATIV Store, which contains clothing with the KREATIV logo, can be found on the company's website at [www.wearekreativ.fi/store](http://www.wearekreativ.fi/store). The following terms and conditions apply to the store.

### 6.1 ORDERING AND ORDER CONFIRMATIONS

When a customer orders from our online store, they are required to have read and agreed to the current KREATIV Store terms and conditions. By placing an order, the customer understands that a confirmed order is binding.

Products can be ordered on the KREATIV Store website by adding them to the shopping cart and confirming the order in the shopping cart. An order confirmation will be sent to the email address the customer provided when placing the order. If the customer does not receive an order confirmation for some reason, they must contact [info@wearekreativ.fi](mailto:info@wearekreativ.fi) to ensure the success of the order.

### 6.2 PRODUCTS AND PRICE LIST

The features and prices of KREATIV Store products are presented in the product description for each product. We reserve the right to change prices, so the customer must always check the prices in the shopping cart before confirming the order. The prices of the products include VAT, which is shown in the shopping cart and order confirmation.

### 6.3 DELIVERY METHODS, -AREAS AND -TIMES

All KREATIV Store products are delivered by pick-up only, which means that products cannot be ordered for delivery abroad or home delivery. All orders must be picked up from The Studios (Kappelikuja 6 D, Espoo) when they have arrived. The customer will receive a separate notification when the order has arrived for pick-up. The order will be received from Laura after payment, and the pick up times are mentioned in the "order arrived" notification.

All KREATIV Store products are made on order, so delivery times may vary depending on the supplier's schedule. Orders are processed and sent to the supplier at the turn of pre-defined months - check the KREATIV Store website ([www.wearekreativ.fi/store](http://www.wearekreativ.fi/store)) for more detailed ordering times.

### 6.4 PAYMENT METHODS

KREATIV Store products are always paid by card upon collection.

### 6.5 RIGHT OF RETURN AND EXCHANGE

All orders are binding and do not include the right to return or exchange, unless the product is clearly defective (e.g. wrong color, size or print). Please check the product immediately upon receipt for any defects. Defective products need to be reported as soon as possible, but no later than 14 days, to [info@wearekreativ.fi](mailto:info@wearekreativ.fi), so that we can propose on how to fix the defect.