



Terms & Conditions

Please read through the terms and conditions below. When joining Bosman Ballet Flow as a member or attending class as a casual attendee, you agree to the terms and conditions as below.

General

1. All purchases of services (classes, workshops, courses and events) are non-refundable.
2. For casual class attendance, payment must be made upon booking or paid in cash at the time of attendance.
3. Bosman Ballet Flow is not responsible for the safekeeping of your personal belongings.
4. It is the responsibility of the attending member/visitor to notify Bosman Ballet Flow of any previous injury, illness, or conditions that may impact their practice.
5. Classes at Bosman Ballet Flow may be physically strenuous and you voluntarily participate in them with full knowledge that there is risk of personal injury.
6. Attendees are advised to seek medical advice prior to commencing any exercise program if they are in any doubt about their ability to engage in exercise. Participating in any form of exercise at our studios is done entirely at your own risk.
7. Bosman Ballet Flow reserves the right to refuse entry.
8. Prices may increase from time to time to reflect increases in costs.
9. By booking into a class you automatically agree to the above terms & conditions.

Class Cancellations

1. Please cancel if you are unable to attend a class or a workshop to make your space available to others.
2. Cancellations must be made no later than 9:00pm on the day before the class that has been booked. Late cancellations or no-shows may be subject to a full class fee.
3. No Shows (when booked and no cancellation notice is given): For classes that are fully booked, we will charge the full class credit fee if you do not attend as this means that the non-attendance may have deprived someone else from joining the class.

Class Package Validity

All class packages are valid for **12 months** from **date of purchase**. You will receive notification **30 days** before card expiry.

Card expiry dates can be paused by mutual agreement for medical or extra-ordinary reasons.

In order to allow for use of a class package across different mediums (standard studio class, advanced studio class, Zoom class and video recordings), BBF uses a 'credits' system as follows:

1. Five (5) credits for a 75 minute studio class
2. Four (4) credits for a 60 minute studio class
3. Three (3) credits for any Zoom class
4. Two (2) credits for receiving a video recording of a class

Use of Credits:

1. Credit packages may be shared between members of the same family ***except the BBF Unlimited*** which cannot be shared between family members. The same expiration dates apply to shared packages;
2. Credits are non-transferrable other than between family members;
3. Credits cannot be used for workshops or any other events or purpose.

Gift Cards

1. Gift cards can be redeemed for classes, workshops, courses, account credit, and/or retail purchases.
2. Gift cards are non-refundable and not redeemable for cash.

Disclaimer

These Terms & Conditions may be changed at any time at Bosman Ballet Flow's discretion. If we should update these Terms & Conditions, we will post the updates to our Website.

This policy was revised on 11 August 2026