



# LONG-STEPS BALLROOM DANCING

## PAID MEMBERSHIP AGREEMENT

**ABN: 69 140 147 382**

73 North Huon Road  
Ranelagh  
TAS 7109

dancing@long-steps.com  
www.long-steps.com

## 1. OVERVIEW

This Paid Membership Agreement sets out the terms and conditions by which Long-Steps Ballroom Dancing (ABN: 69 140 147 382) (hereafter referred to as LSBDD) will abide, and the rights and responsibilities of LSBDD's customers, with respect to paid memberships.

Please read this agreement carefully and contact LSBDD if you have any questions.

## 2. COOLING OFF PERIOD

LSBDD will set a cooling off period for each paid membership level. This cooling off period represents a period of time in which a customer may "change their mind" and cancel their membership free of any stipulations outlined in section 7 Cancellation. Customers will be notified of their relevant cooling off period when completing the LSBDD Paid Membership Form.

The customer will be liable for any services claimed within the cooling off period as determined by LSBDD. The amount liable will be the lesser of either: the sum of all services accessed; or the weekly value of the membership level agreed to multiplied by the number of weeks (7 day periods) since agreeing to that membership level plus 1.

## 3. MINIMUM TERM

LSBDD sets a minimum term of service for each paid membership level. This minimum term represents the smallest duration (in weeks) the customer is obliged to retain their membership. Customers will be notified of their relevant minimum term obligations when completing the LSBDD Paid Membership Form.

## 4. SUSPENSION BY LSBDD

Under certain circumstances LSBDD may choose to suspend paid memberships. In the event of a suspension, payments will be halted for a defined cessation period as set by LSBDD.

LSBDD may be required to suspend memberships for a variety of reasons including, but not limited to:

- planned holidays;
- voluntary shutdown periods; and
- instructor illness and/or injury.

## 5. SUSPENSION BY THE CUSTOMER

Under certain circumstances a customer may choose to suspend their membership in preference to cancelling it. Suspensions will be granted for an agreed period after which the suspending customers charges will be reinstated.



Circumstances under which suspensions will be considered include, but are not limited to:

- planned holidays;
- persisting illness and/or injury; and
- financial hardship.

## Security of Private Tuition Bookings

Customers on membership levels which include a dedicated private tuition session will have their private tuition session secured for the duration of the suspension.

## Suspension Within the Minimum Term

Membership suspensions may be granted inside the minimum term of a paid membership level agreement. In this case all minimum term obligations will also be suspended. All relevant minimum term obligations will be reinstated at the conclusion of the suspension period, and a revised minimum term end date will be issued.

## Suspension Beyond the Minimum Term

Where the regular minimum term of a membership has already been served by the customer, LSB D sets a post suspension minimum term of service for each paid membership level. This minimum term represents the smallest duration (in weeks) the customer is obliged to retain their membership after an agreed suspension. Customers will be notified of their relevant post suspension minimum term obligations when completing the LSB D Paid Membership form.

## 6. CANCELLATION BY LSB D

Under certain circumstances LSB D may choose to cancel paid memberships. In the event of a cancellation by LSB D, payments will be halted immediately, and the customer's membership will be reverted to the free level.

LSB D may cancel memberships for a variety of reasons including, but not limited to:

- disrespectful and/or abusive conduct;
- frequent unnotified absences (*private tuition sessions only*); and
- frequent payment dishonour.

## 7. CANCELLATION BY THE CUSTOMER

Customers retain the right to cancel their LSB D Paid Memberships at any time for any reason. In the event of a cancellation by the customer, settlement of any outstanding financial obligations will be arranged, and then payments will be halted, and the customer's membership will be reverted to the free level.

## Forfeiture of Private Tuition Bookings

Customers on membership levels which include a dedicated private tuition session will forfeit their private tuition session as of their cancellation date. LSB D will not guarantee same session will be available for any future bookings, either ad hoc or as part of a membership.

## Cancellation Within the Minimum Term

Where the regular minimum term of a membership has not yet been served by the customer, but the allotted cooling off period has already expired, LSB D will take steps to recover the outstanding financial obligations from the customer.

Customers may choose to settle outstanding financial obligations in any of the following ways:



- as a weekly payment, set at the level of their membership for the remaining duration of the minimum term;
- as an agreed series of payments paid over a duration not exceeding the minimum term; or
- as a lump sum.

LSBD reserves the right to enforce the payment terms as agreed in the customer's Paid Membership Form.

## Cancellation Beyond the Minimum Term

Where the regular minimum term of a membership has already been served by the customer, LSBD will release the customer from any and all future obligations without question, and then revert the customer's membership to the free level.

## 8. DISCRETION

LSBD reserves the right to alter or waive any of the terms of this agreement at its discretion on a case-by-case basis.

## 9. CONTACTING EACH OTHER IN WRITING

Customers wishing to contact LSBD in writing regarding this Paid Membership Agreement, should write to:

[dancing@long-steps.com](mailto:dancing@long-steps.com)

*or*

Long-Steps Ballroom Dancing  
73 North Huon Road  
Ranelagh  
TAS 7109

LSBD will notify customers of relevant updates and amendments to this agreement by sending a notice to the preferred email provided.

## 10. CONTACTING LSBD

LSBD may be contacted via the following means:

- Telephone: 0439 309 078 – Ian Little, General Manager
- Facebook: @longstepsdancing
- Instagram: /longstepsdancing

