

DanceXchange Customer Guidelines and Information



1. Please treat other class participants, our instructors and staff with courtesy and mutual respect. Dancing is fun and to be enjoyed by all so we ask each and every participant to abide by this simple philosophy at all times.
2. Class Programme places are allocated on a first come first served basis, and are subject to availability. Please arrive at least 15 minutes before a class is due to begin to allow yourself time to register at reception and for classes to start promptly. If you have pre-booked for the class you do not need to register at reception, simply show your ID card to the tutor.
3. All Class participants must fill in a Student Registration form before their first session, and must disclose any medical conditions dx need to be aware of. All information is held in the strictest confidence, and will not be passed on to any third parties. Should you feel unwell or suffer any injury during a class, you must inform the tutor immediately, and you will be assisted by a dx First Aider.
4. Our studios and classes have a maximum capacity, which is based upon Health & Safety regulations, but also on the style of class (and may vary between classes). This capacity is non-negotiable and once the limit has been reached, potential attendees will be turned away.
5. To prevent injury participants more than 15 minutes late are not allowed into class as the warm up section will have been missed.
6. DanceXchange accepts no responsibility for any loss of property or personal injury at its events.
7. Please note that for all classes we do not allow black soled trainers or outdoor shoes in our studios because they can damage our dance floors.
8. It is not possible to attend multiple levels of the same dance style either as a block booker or pay-as-you-go participant. Please attend the session that is most suited to your level of training/experience. If you're unsure which level is right for you, you'll be able to attend 2 classes at first to make your decision. Our tutors will also be on hand to give advice.
9. Please keep your mobile phone on silent mode or turn it off when in the DanceXchange studios.
10. Please do not bring in or eat hot food in the reception area. Additionally, no food or drink (except bottled water) is allowed in the Studio space. (Please recycle or reuse your plastic water bottles!).
11. No filming or photography is allowed in our studios or reception space unless agreed prior with DanceXchange.
12. Please refer to our detailed Terms & Conditions for pay-as-you go/advance booking/bulk buying on our website: www.danceexchange.org.uk
13. As of October 2010 DanceXchange reserves the right to refuse £50 as a cash payment. We keep a reasonable amount of change but a £50 note can impact the till and inconvenience subsequent customers.
14. Images in the Reception area are being monitored and recorded for the purposes of crime prevention and public safety. This scheme is controlled by DanceXchange in conjunction with the Birmingham Hippodrome. For more information, please contact the DanceXchange Office Manager.

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