NevenaDance — Monthly Membership Agreement

Agreement version: 23 November 2026

Unified terms for adults, children and their parents or guardians

Try a class for free. Continue only if you love it!

At NevenaDance we want students to feel comfortable and confident about joining. These terms explain the monthly membership, booking and payment arrangements, cancellation rights and how to contact us.

1. Who we are

NevenaDance is operated by Nevena Trbovic, a sole trader trading as NevenaDance.

Business correspondence address: 404 Ashley Court, 26 Bolinder Way, London E3 3UA. Email: hello@nevenadance.uk. Website: nevenadance.uk.

These terms, the selected membership and price, the named participant's details, and any applicable guardian acknowledgement form the membership agreement. For a child's membership, the purchasing parent or legal guardian is the contracting customer responsible for payment.

2. Free trial

Eligible new students may try a children's or adults' group class for free, subject to the published eligibility and booking rules. A free trial creates no obligation to subscribe and never automatically activates a membership, Direct Debit or payment.

3. What monthly membership includes

A membership is personal to the named adult or child. It permits one eligible group-class booking or active waiting-list selection per participant per week, subject to the timetable, age suitability and capacity.

Unused weekly selections do not roll over or accumulate as credit. Membership cannot be transferred to another person or sibling. Private lessons, weddings, workshops and other separately priced activities are not included unless expressly stated.

The number of teaching weeks varies between months; the monthly fee is for ongoing access to the eligible programme during a paid period, not a guarantee of exactly four or five lessons each month.

4. Class bookings and attendance

Bookings, cancellations and eligible same-week swaps are managed through nevenadance.uk and are subject to the booking system's displayed deadlines and capacity rules. An active waiting-list selection uses that participant's weekly selection but does not guarantee a place.

Ordinary absence or an unused booking does not automatically create a replacement class or refund. Please tell NevenaDance promptly if you cannot attend. Any statutory rights or separately agreed remedies remain unaffected.

5. Payment and automatic renewal

Monthly membership fees are charged in advance and the subscription renews automatically until it ends under these terms. Before purchase, the selected class, monthly amount, collection/renewal timing and cancellation arrangements will be displayed.

Recurring payments are arranged through GoCardless Direct Debit. Eligible payments are protected by the Direct Debit Guarantee. Membership activation follows the required payment verification.

Please keep payment details up to date. Cancelling a Direct Debit mandate through your bank does not, by itself, constitute a membership cancellation request to NevenaDance.

6. Ordinary membership cancellation — 30 days' notice

You can request cancellation without giving a reason through your online account or by emailing hello@nevenadance.uk. You will not be required to call us or attend in person. We require 30 days' notice. If that notice extends into another monthly paid period, the full payment for that period is due and your membership ends at the end of that paid period. Your confirmation will show the effective end date and the last date you can attend. No renewals for periods after that effective end date will be charged. Already-paid coverage is not cut short.

This ordinary cancellation arrangement does not override statutory cooling-off, withdrawal, cancellation or refund rights that apply.

7. Statutory cooling-off and withdrawal

For a qualifying online membership contract, you may have a statutory right to cancel without giving a reason during a cooling-off period, generally ending 14 days after the day the contract is entered into. Any longer period or further right required by law will be respected. The ordinary 30-day notice and additional billing-period calculation do not apply to a valid statutory withdrawal.

To exercise an applicable right, email hello@nevenadance.uk or send another clear statement that you wish to cancel. You may use a statutory cancellation form if supplied, but you do not have to. NevenaDance will handle such requests individually and confirm the outcome in writing; no special legal wording is required from you.

Any refund due by law will be made without undue delay and within the applicable statutory deadline, generally within 14 days of receiving the withdrawal notice, using the same payment method unless you expressly agree another method, and without a refund fee.

If you expressly request services to begin within an applicable cooling-off period, a proportionate charge for services already supplied may be payable only where permitted by law and where the required information and request conditions have been met.

The statutory withdrawal process is separate from the 14-day failed-payment recovery period in section 10.

8. Refunds and changes made by NevenaDance

Membership fees cover access during the paid period rather than actual attendance. Choosing not to attend does not automatically create a refund entitlement.

Class times and individual sessions may sometimes change because of illness, venue availability or other reasonable circumstances. We will try to give appropriate notice. If a material change or cancellation substantially reduces the service provided, we will consider a suitable alternative or remedy and provide any refund or other remedy required by law.

9. Bank holidays, school holidays and August

NevenaDance is normally closed on bank holidays, and some half-term days may have no scheduled classes. Check the published timetable. Ordinary scheduled teaching breaks do not automatically change monthly billing.

August is a teaching and billing pause. Paid coverage spanning August carries into September according to the existing monthly anniversary arrangements; no additional August billing period is charged. Statutory remedies for material disruption remain available.

10. Failed recurring payments

If a recurring membership payment fails, NevenaDance will notify you and provide a 14-day payment-recovery grace period. New bookings outside successfully paid coverage may be restricted.

If the payment remains unresolved after that period, the affected subscription will be cancelled, and future bookings in unpaid periods may be cancelled. Paid coverage and other household participants remain unaffected. A late payment does not automatically reactivate an ended membership; contact us for assistance.

This payment-recovery grace period is not a statutory cooling-off period.

11. Prices and changes to the programme

The price agreed for a membership applies to that membership at signup. NevenaDance may change prices for new customers without automatically changing existing memberships.

Material changes to an existing membership's price or core benefits will be communicated appropriately and handled in accordance with applicable consumer rights.

12. Health, safety and conduct

Dance involves physical movement. Take part within your own ability, follow reasonable instructor instructions, be respectful and wear appropriate clothing and footwear.

Please disclose relevant safety or health limitations privately before class and tell NevenaDance if circumstances change. We will take reasonable care and consider appropriate reasonable adjustments. Participation may be restricted when reasonably necessary for safety.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence or any liability that cannot lawfully be excluded.

13. Children and guardians

For a child's membership, the parent or legal guardian is responsible for registration, payment, accurate contact and relevant safety information, and for the child before acceptance into class and after class ends.

Children must follow reasonable safety and behaviour instructions. Collection should be prompt and by an authorised adult unless a different arrangement is expressly agreed. NevenaDance provides appropriate supervision during the class.

The separately presented child/guardian acknowledgement continues to apply alongside these unified terms.

14. Privacy, images and communications

Personal data is handled under our Privacy Notice: https://nevenadance.uk/privacy. Essential operational communications about bookings, membership and payments are distinct from optional marketing.

Use of identifiable photographs or recordings for promotion is subject to applicable law and any separate permission required.

15. Questions, complaints and applicable law

Questions, complaints and cancellation or withdrawal requests can be sent to hello@nevenadance.uk. We aim to address concerns fairly and explain the outcome in writing when appropriate.

These terms are governed by the law of England and Wales, subject to mandatory consumer protections. Nothing in these terms limits your statutory rights.