ONE.ON.ONE

GENERAL TERMS AND CONDITIONS

REGISTRATION AND BOOKING COMMITMENT

By registering and booking a class or class package, the dancer commits to attending the agreed appointment(s) in accordance with ONE.ON.ONE's cancellation policy. A contract is concluded once the registration has been submitted, the General Terms and Conditions and House Rules have been accepted, and the booking has been confirmed by ONE.ON.ONE in writing, including by email, message or through the online booking system. For dancers under the age of 18, the registration and booking must be completed by a parent or legal guardian. The parent or legal guardian is responsible for payment and for providing all required information and consents. Appointments are subject to availability. Dancers must arrive on time and be ready to begin at the confirmed starting time. If a dancer arrives late, the class will end at the originally agreed time and will not be extended or partially refunded.

ONE.ON.ONE provides personalised training, coaching and professional guidance but cannot guarantee specific artistic, technical, academic or professional results. Participation does not guarantee admission to an academy, programme, audition, production or employment opportunity.

PHOTOGRAPHY, VIDEO AND INTELLECTUAL PROPERTY

During classes, coaching sessions, performances or other ONE.ON.ONE projects, photographs and video recordings may be taken for promotional and communication purposes.

ONE.ON.ONE may only publish or use identifiable photographs and videos if the dancer has given prior consent through the registration form. For dancers under the age of 18, consent must be provided by a parent or legal guardian. Consent is voluntary and is not required to participate in ONE.ON.ONE services. It may be withdrawn at any time for future use by notifying ONE.ON.ONE in writing. The withdrawal does not affect materials that were lawfully published or produced before the withdrawal was received.

Participants may only take photographs or recordings during a class with the prior permission of ONE.ON.ONE and all identifiable individuals involved.

Training materials, written assessments, exercises, personalised programmes, choreography and digital documents provided by ONE.ON.ONE are intended exclusively for the dancer's personal use. They may not be copied, published, shared, taught, sold or used commercially without the prior written permission of ONE.ON.ONE.

CLASS PACKAGES AND VALIDITY

ONE.ON.ONE does not operate according to fixed school semesters. The following validity periods apply:

- A package of 5 classes is valid for 2 months.
- A package of 10 classes is valid for 4 months.

The validity period begins on the date of purchase. All classes must be attended within the applicable validity period. Appointments are subject to availability. Dancers are responsible for booking their classes sufficiently in advance. ONE.ON.ONE cannot guarantee specific dates or times, or the availability of several appointments shortly before a package expires. Limited availability does not automatically extend the validity period.

Class packages are personal and non-transferable. Classes that have not been used before the expiry date will expire and cannot be refunded, transferred or paid out.
In the event of a prolonged illness or injury confirmed by a medical certificate, ONE.ON.ONE may extend the validity period following an individual written agreement.

PRICES AND PAYMENT CONDITIONS

The prices communicated at the time of booking apply.
Class packages operate on a prepaid basis and must be paid in full before the first scheduled class.
Single classes, assessments and other individually booked services must be paid by invoice before the agreed appointment. The applicable payment deadline will be stated on the invoice.
For appointments booked less than three days in advance, payment is due immediately upon receipt of the invoice. If the payment has not yet been credited to ONE.ON.ONE's account by the time of the appointment, ONE.ON.ONE may request proof of payment.
Any exception to advance payment must be agreed upon by ONE.ON.ONE in writing.
A confirmed booking remains binding even if the invoice has not been paid. Failure to pay does not constitute a cancellation. Cancellations must be submitted in accordance with ONE.ON.ONE's cancellation policy.
ONE.ON.ONE reserves the right to suspend scheduled classes or refuse further bookings while an amount remains outstanding.

SMALL GROUP CLASSES

Before participating in a Small Group Class, each dancer must complete and pay for a Personalised Technique Assessment separately. ONE.ON.ONE determines whether the proposed group is suitable based on the dancers' technical levels, individual goals and safety considerations.
Small Group Classes are booked and charged individually and are not available as class packages. The price per dancer is determined by the number of dancers who actually attend the respective class. If one or more dancers are absent, the attending dancers will pay the applicable rate for the number of dancers present. For example, if four dancers originally booked the class but only three attend, each attending dancer will pay the applicable three-dancer rate.
A dancer who cancels less than 24 hours before the agreed starting time, for a reason other than illness, or who fails to attend without prior notice, will be charged the fixed late-cancellation fee of CHF 60.–. The absence or late cancellation of one dancer does not automatically cancel the class for the remaining dancers.

STUDIO RENTAL

ONE.ON.ONE's prices do not include studio or room rental costs. The dancer is responsible for finding and booking a suitable training space and for paying all related rental costs separately. The studio must be available for the entire duration of the confirmed appointment and must meet safety requirements.
ONE.ON.ONE is not a party to the rental agreement between the dancer and the studio. Any studio cancellation fees, refund conditions or other rental costs are governed exclusively by the conditions agreed between the dancer and the respective studio. Failure to find, book or pay for a suitable studio does not automatically cancel the appointment with ONE.ON.ONE. The ONE.ON.ONE cancellation policy continues to apply.

TRAVEL COSTS

All prices include travel costs within a radius of 30 km from ONE.ON.ONE's registered office in Regensdorf. For locations beyond this radius, the additional kilometres travelled, including the return journey, will be charged at CHF 1.– per kilometre.
The distance will be calculated using the usual driving route shown by a commonly used online mapping service. Any parking fees, tolls or necessary public transport costs will be charged separately.

PROFESSIONAL DANCER DISCOUNT

Professional dancers receive a 20% discount on Personalised Single Dance Classes.
The discount applies only to individually booked single classes and does not apply to class packages, Personalised Technique Assessments, Small Group Classes, Audition Preparation, special services, studio rental costs, travel surcharges or other additional expenses.
ONE.ON.ONE may request appropriate proof of professional activity. Discounts cannot be combined.

CANCELLATIONS AND RESCHEDULING

A confirmed class may be cancelled or rescheduled free of charge by giving ONE.ON.ONE at least 24 hours' notice before the agreed starting time. Cancellations must be submitted in writing by email, message or through the online booking system. The relevant cancellation time is the time at which ONE.ON.ONE receives the cancellation. In the event of illness, a class may be rescheduled at shorter notice, provided that ONE.ON.ONE is informed before the agreed starting time. In the case of repeated short-notice cancellations due to illness, ONE.ON.ONE reserves the right to request a medical certificate.
If a dancer cancels less than 24 hours before the class for a reason other than illness, or fails to attend without prior notice, ONE.ON.ONE will charge a fixed late-cancellation fee of CHF 60.–. No additional class or travel fee will be charged by ONE.ON.ONE for that cancelled appointment. The CHF 60.– fee relates exclusively to ONE.ON.ONE's services. Any studio rental or cancellation costs remain subject to the separate agreement between the dancer and the studio.
Failure to find, book or pay for a suitable studio does not exempt the dancer from this cancellation policy.
Classes cancelled in time or rescheduled because of illness must be attended within the original validity period of the class package. Rescheduling does not automatically extend the package validity.
If ONE.ON.ONE cancels a class, an alternative appointment will be arranged at no additional charge. If no suitable replacement appointment can be agreed, the amount paid for that class will be credited or refunded.

HEALTH, INSURANCE AND LIABILITY

Participation in ONE.ON.ONE classes and services is at the dancer's own risk and responsibility.
Each dancer must have adequate private accident insurance. For dancers under the age of 18, ensuring appropriate insurance coverage is the responsibility of the parent or legal guardian. ONE.ON.ONE does not provide accident insurance for participants.
Before participating, dancers—or their parent or legal guardian—must inform ONE.ON.ONE of any injuries, illnesses, pregnancy, physical limitations or other health conditions that may affect safe participation. If there is any uncertainty regarding a dancer's ability to participate, medical advice should be obtained before attending a class.

Dancers are responsible for their personal belongings. To the extent permitted by law, ONE.ON.ONE accepts no liability for the loss, theft or damage of personal items, or for accidents, injuries or other damage arising during or in connection with participation. Liability for damage caused intentionally or through gross negligence remains unaffected.
In the event of force majeure—including natural disasters, epidemics, pandemics, official restrictions or other unforeseeable and unavoidable circumstances beyond the control of ONE.ON.ONE—classes may be rescheduled, relocated, conducted online where appropriate or cancelled.
If a cancelled class cannot be replaced, the amount paid for that class will be credited or refunded. No further claims, including claims for additional expenses incurred by the dancer, may be made to the extent permitted by law.

DATA PROTECTION

ONE.ON.ONE processes the personal data of dancers, clients and, where applicable, parents or legal guardians for the following purposes:

- Managing registrations, bookings and class packages
- Organising and providing classes and other agreed services
- Communicating with clients
- Issuing invoices and processing payments
- Fulfilling contractual and legal obligations
- Protecting the health and safety of participants

Depending on the service booked, the personal data processed may include:

- Names, dates of birth, addresses and contact details
- Parent, legal guardian and emergency-contact information
- Booking, package, appointment and payment information
- Emails, messages and other communication records
- Information about injuries, health conditions or physical limitations voluntarily provided for safe participation
- Photographs and videos, provided that the required consent has been given separately

Personal data is generally obtained directly from the dancer, client, parent or legal guardian through the registration form, booking system, email, message or other direct communication.
ONE.ON.ONE only shares personal data where necessary for the purposes stated above, including with:

- Booking, IT and hosting service providers
- Payment service providers and banks
- Accounting or fiduciary service providers
- Public authorities where disclosure is legally required

Personal data is processed in accordance with the Swiss Federal Act on Data Protection and, where applicable, the General Data Protection Regulation.
Personal data is retained only for as long as necessary for the relevant purpose or to comply with legal obligations. Accounting and tax-related documents are generally retained for 10 years. Once the applicable retention period has expired, the data will be deleted or anonymised where appropriate.
Clients may contact ONE.ON.ONE to request information about their personal data or to request its correction or deletion, subject to applicable legal retention obligations.
The data controller is:
ONE.ON.ONE - Lorenza Berto
im Stockenhof 6, 8105 Regensdorf
www.one-on-one.ch
info@one-on-one.ch

FINAL PROVISIONS

ONE.ON.ONE may amend these General Terms and Conditions for justified legal or operational reasons. Confirmed bookings remain subject to the version accepted when the contract was concluded unless a change is required by law.

Should any provision of these General Terms and Conditions be found invalid or unenforceable, the validity of the remaining provisions will remain unaffected.

These General Terms and Conditions are governed by Swiss law. Mandatory legal rights and places of jurisdiction applicable to consumers remain unaffected.

Service provider and contracting party:

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