



GENERAL TERMS & CONDITIONS

tanzhaus luzern

September 2025

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1. Principle

All business relations with TANZHAUS LUZERN GmbH are subject to these General Terms and Conditions (GTC). The GTC can be viewed on the website and apply to all oral or written contracts.

TANZHAUS LUZERN may issue specific conditions for special events or rentals. Further components of the GTC are:

- [House rules](#)
- [Danse Suisse "Code of Conduct"](#)

Participants are expected to act respectfully and tolerate all persons on the premises. Immoral, sexist, degrading, politically extreme behavior, drug use or smoking are not tolerated.

2. Duty of Care & Liability

All persons must handle facilities and equipment carefully. Damages will be charged. Parents/legal guardians are liable for their children.

3. Disclaimer

TANZHAUS LUZERN is not liable for accidents, injuries or loss of valuables. Participation is at your own risk. Insurance is the responsibility of participants or their legal representatives. Parents supervise their children before and after class.

4. Code of Conduct

TANZHAUS LUZERN follows "Danse Suisse" Code of Conduct. Teachers are required to know and follow this code.

5. Classes & Terms of Payment

- The most up-to-date class dates are published on the website and in the app.
- TANZHAUS LUZERN reserves the right to cancel or combine classes with too few participants (minimum of 3 participants required).
- Youth Program and Adult Program participants are required to pay invoices within 30 days of issue.
- After 3 automatic reminders, a CHF 50 late fee will be charged for each additional manual reminder.
- Substitutes will be arranged in case of teacher absence; if not possible, lessons can be cancelled and made up.
- Fees are listed on the website and are subject to change.

6. Refunds & Withdrawal

Youth Program (semester-based)

Refunds

- Fees are non-refundable.
- For illness/injury of more than four (4) consecutive weeks (doctor's certificate required), missed lessons will be credited to the next semester.
- If in-person lessons are not possible due to force majeure (e.g. pandemics), online classes will be provided. No refunds or credits will be given.
- No refunds will be given for discounts or credits that are added retrospectively.

Withdrawal

- Registration is mandatory each school year via online form. Students are automatically re-registered for the second semester unless written cancellation is received at least two (2) weeks before the next semester.
- Withdrawal is only possible at semester end.
- No refund for mid-semester withdrawal.

Adult Program (drop-in with class passes/subscriptions)

Refunds

- Adult class passes/subscriptions are non-refundable.
- Cancellations made before the cancellation deadline stated in the booking confirmation will result in an automatic refund of the credit to the participant's account; no monetary refunds will be given.
- No-shows result in a deduction of the corresponding credit.
- No refunds will be given for discounts or credits that are added retrospectively.

Pause Options

- In case of illness/injury (doctor's certificate required), class passes may be paused for the duration of the certificate.
- Participants may also request to pause their pass for vacation or personal reasons, for up to 12 weeks. Notification must be provided before the pause period begins.
- Exceptions are made with a doctor's certificate (illness/injury) or in the case of pregnancy/postnatal recovery, where longer pauses may be approved.

7. Non-attendance

Missed Youth Program classes can be made up within the same semester, subject to availability. Refunds or credits for missed lessons are excluded, except in cases described in section 6.

For both Youth Program and Adult Program classes: no-shows result in a deduction of the corresponding credit. Cancellations can be made directly by the participant via the app, or by informing the respective teacher or the TANZHAUS LUZERN administration team.

8. Private Lessons

Private lessons follow the same rules as classes. Cancellations must be made 48 hours in advance; otherwise full fees apply.

9. School Performances

Internal and external performances are voluntary. If accepted, participation in all rehearsals is required. No compensation is provided.

10. Handling of Personal Data

- No data is shared with third parties.
- Images/videos may only be used with permission for internal use or official TANZHAUS LUZERN channels.
- Classes may occasionally be filmed for internal educational purposes. Such recordings will not be shared publicly.

11. Force Majeure

If in-person classes cannot be held due to unforeseen events (e.g. pandemics, government restrictions), classes will continue online. No refunds or credits will be given.

12. Place of Jurisdiction

Lucerne

Lucerne, 22 September 2025

TANZHAUS LUZERN GmbH Management