

INFORMATION IN ENGLISH

Information regarding the spring semester of 2020/the fall semester of 2020, and refunds.

Due to the ongoing Covid-19 situation Steps Dansestudio is obligated by law to stay closed. With the updated guidelines to avoid spreading disease we now know that the second half of the spring semester will be impossible to complete.

Before the mandated closing of Steps, we were able to complete the first half of the spring semester. All students who desire a refund will be granted 50% of their original spring semester fee. This will cover the dance classes that our students have lost due to the Corona crisis.

Steps Dansestudio is in a critical situation because we do not know when we will be allowed to resume our teaching. Of course, we hope to be open for the fall semester in August, but that is currently very uncertain. The registration for the fall semester of 2020 is therefore postponed indefinitely.

We are all affected by this difficult situation, and Steps has complete understanding for those who wish to accept a refund.

TO THOSE OF YOU WHO HAVE THE OPPORTUNITY TO DECLINE A REFUND: Thank you so much!

You are increasing the possibility of Steps surviving this crisis, so that our amazing teachers will have a job to return to, and can continue to share their joy of dance with you!

We are in this TOGETHER and you are ALL welcome back to us when our doors reopen!
#stepsinourhearts

DEADLINE FOR APPLYING FOR A REFUND: MAY 1st

THE APPLICATION FOR A REFUND MUST BE SENT VIA OUR WEBSITE:

[KORONA-INFO VÅR 2020](#)

Applications for refunds that are sent via email will not be processed.

HOW TO APPLY FOR A REFUND

- 1) If you have payed your semester fee for the spring 2020 via our websites (vipps/visa - / mastercard) the refund will be transferred back to your original payment card.
- 2) If you have payed for the spring semester via
 - vipps information received på phone/email
 - payment card at the Steps office
 - invoice
 - divided payment

...we need your account number. Complete your refund application here, and send us

an email with your customer number and account number.

- 3) If you have purchased several dance classes at separate times then you will also receive the refunds separately, and via the platforms that you used.
- 4) To apply for a refund you must log in as the person you are applying for. If you have purchased classes for more than one person you must log in using the students unique customer number, and complete the process for each individual person. Example: Child 1, Child 2 and Child 3 must apply for refunds separately, using their customer numbers.
- 5) If you desire a refund for Steps Camp 2020, Dance Birthday's or Raggafest classes during daytime, you DO NOT apply for a refund here. We will contact you via email.

Please note that it will take us some time to complete the refund process. We ask that you contact us via email if you have not received your refund by the end of May 2020.

Take care of each other!

Kind regards from Steps Dansestudio