

CHUNKY MOVE

RESOURCE: MINDBODY ONLINE | FAQ

Why did Chunky Move decide to implement a new system?

We have always operated classes casually, class participants have been able to drop in to classes and have never needed to book in advance, and this won't change.

However as we have never collected contact information we haven't been able to contact those who participate in our dance classes to seek feedback or notify them of last minute teacher changes and class cancellations. We understand that this can sometimes be inconvenient for our participants.

We have decided to join MindBody Online so that we can schedule bookings and communicate updates, cancellations and special offers with you as well as receive your feedback.

What will Chunky Move do with the information they collected from me?

We understand that you have previously never had to provide any contact information to Chunky Move before. We will collect some basic information in order to communicate any relevant class related information with you. You can unsubscribe from this or any other communication from us at any time, just let any of our friendly front of house or marketing staff know and we can update this for you.

I currently have a class pass, how do I transfer this to the new system?

We are really excited to help you transfer to the new system and know that many of our participants have pre-purchased class passes. If you currently hold a class pass we recommend you follow the below instructions:

1. Sign up to our studio on Mind Body Online by following the link here or downloading the Chunky Move Studios App in the App Store.
2. If you have a valid class pass there is no need to book into your first class for 2018, we ask that you arrive 15 – 20 minutes prior to class and visit the team at the front desk. We will take your class pass from you and apply a ROLL OVER pass to add remaining classes to your account. You'll be able to then book yourself into classes in the future or just drop in like you have done in the past.

For Public Dance Classes and Yoga, you will have 6 months from your first 2018 class to use your classes.

For Professional Dance Classes, you will have 12 months from your first February 2018 class to use your classes. We provide Professional Dancers a longer expiry period as we know that professional dancers often need to spend time away working on various projects.

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I don't have a class pass but I want to book some classes. How can I do this?

We are excited that you'd like to join us for classes in 2018! All you need to do is follow the links below and create an account or download the Chunky Move Studios App in the App Store, create an account and follow the prompts.

Public Dance Classes <http://bit.ly/2DDZQdu>

Contemporary Yoga Classes <http://bit.ly/2G9ZIAS>

Professional Dance Classes (Starting from 5 Feb, 2018) <http://bit.ly/2Dz5K09>

Complete Beginner Series (a series of 4 dance classes) <http://bit.ly/2Brm11C>

50+ Complete Beginner Series (a series of 4 dance classes for over 50s)

<http://bit.ly/2Brm11C>

I want to try lots of classes before I commit, what should I do?

We suggest that you purchase casual classes to those classes you'd like to try before you purchase a class pass.

Do you offer trial periods?

We don't offer trial periods. We might in the future but not at the moment.

Do you offer free classes?

Sometimes we will offer free classes as part of a special event or initiative. Unfortunately we do not offer regular free classes but we do offer concession discounts for some of our classes.

What happens if I need a refund?

Please choose carefully as we don't offer refunds except in exceptional circumstances. If you would like to request a refund, please call our office on 03 9645 5188 and someone from our friendly team can assist you.