

# Passion En fuego

**Address:** P.O Box 77528-00611 Nairobi; **Location:** Ruaraka Total Petrol Station, Thika Road

**Contacts:** +254714 932 385/+254705 217 978; **Email:** [penfuego@gmail.com](mailto:penfuego@gmail.com)

**Website:** [www.passionenfuego.com](http://www.passionenfuego.com)

**Facebook:** Passion en Fuego

**Instagram:** Passion\_en\_Fuego

**YouTube:** Passion en Fuego

## Terms and Conditions of Sale

### 1. General Information

These Terms and Conditions govern your use of Passion En Fuego services, including dance classes, performances, products, and events. By participating in any of our offerings, you agree to comply with these terms

### 2. Ordering Process

#### • Via Website:

You can conveniently place an order through our official website. Simply browse our products or services, select your desired items or classes, and complete the checkout process. Once your payment is confirmed, you will receive a confirmation email with further details.

#### • By Phone:

Alternatively, you may contact our studio directly by phone to inquire about placing an order, enrolling in classes, or making a booking for an event. Our team will be happy to assist you and provide information on availability, pricing, and payment methods.

### 3. Payment Terms

#### • Bank Transfer

You can make payments directly to our bank account using the details below:

- **Bank Name:** Absa Bank Kenya Plc
- **Bank Code:** 03
- **Branch Name:** Ruaraka Branch
- **Branch Code:** 067
- **KSH Account Number:** 2052038378
- **USD Account Number:** 2052038416
- **Account Name:** PASSION EN FUEGO
- **Swift Code:** BARCKENX

#### • Mpesa Paybill

For mobile payments via Mpesa, please use the following details:

- **Mpesa Paybill Number:** 303030
- **Account Number:** 2052038378

#### 4. Pricing

- **Physical Dance Classes**

- **Standard Package:**

- **Price:** USD 65
    - **Includes:** 8 classes plus 2 free classes (total 10 classes)
    - **Validity:** Classes must be taken within 3 months from the date of payment.

- **Student Package:**

- **Price:** USD 45
    - **Includes:** 8 dance sessions
    - **Validity:** Classes must be taken within 3 months from the date of payment. Valid student ID required at registration.

- **Private Class:**

- **Price:** USD 25
    - **Includes:** Recommended 8 dance sessions in a month to master the art. Above rate is per session
    - **Validity:** Sessions expire at the end of each month. Renewal required for continuous access.

- **Online Dance Classes:**

- **Price:** USD 19, USD 59 and USD 129
  - **Includes:** Access to all online dance classes for the duration paid for.
  - **Validity:** USD 19 gives access to all online dance classes for 1 month, renewable; USD 59 gives access to all online dance classes for 1 quarter (4 months), renewable; and USD 129 gives access to all online dance classes for 1 year (12 months), renewable.
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#### 5. Shipping and Delivery

##### **Standard Shipping:**

Delivery Fee: USD 5 – USD 10, depending on location, within Kenya.

Delivery Fee: USD 10 – USD 15, depending on location, within East-Central African countries.

Delivery Fee: USD 20 – USD 40, depending on location, to other African countries.

Estimated Delivery Time 1-3 hours depending on location within Nairobi and its environs.

Estimated Delivery Time 12 hours - 1 day depending on location outside Nairobi, within Kenya.

Estimated Delivery Time 2 days- 5 days depending on location to East-Central African countries.

Estimated Delivery Time 3 days- 14 days depending on location to other African countries.

- **Lost Items:**

Passion En Fuego is not liable for any items lost during shipping once they have been handed over to the shipping carrier. However, we will assist you in filing a claim with the courier service and provide necessary support to help locate your package.

- **Damaged Items:**

If your item arrives damaged, please notify us within **24 hours** of receiving the package. You must provide photos of the damaged item and packaging. We will review the case and, if approved, arrange for a replacement or refund.

- **Return Policy:**

Shoes purchased from Passion En Fuego may be returned or exchanged within **30 days** of the purchase date. The following conditions must be met for a return or exchange:

- The shoes must be in **perfect, unused condition**, with no signs of wear or damage.
- Original packaging and tags must be intact.
- Proof of purchase (receipt or order confirmation) must be provided.

- **Non-Returnable Items:**

Items that show signs of wear, damage, or alteration will not be accepted for returns or exchanges. This includes shoes that have been worn, scuffed, or marked in any way.

- **Refunds:**

If the return is accepted, you may choose to exchange the item or receive a full refund. Refunds will be processed within 7 business days of receiving the returned item.

### Contact Us:

1. Email: [penfuego@gmail.com](mailto:penfuego@gmail.com) / [hello@passionenfuego.com](mailto:hello@passionenfuego.com)
2. Phone/ Whats App +254705217978
3. Provide your order number, a description of the issue, and photos of the item and packaging if applicable.

### 6. Class Enrollment Policies

#### Age:

Passion En Fuego welcomes participants of all ages. We offer classes suitable for children, teens, and adults.

#### Skill Level:

Classes are designed to accommodate various skill levels, from beginners to advanced dancers. Please select the class level that best matches your experience or consult with our staff for guidance on class placement.

**9. Health and Fitness:** Participants should be in good physical health and able to engage in physical activity. If you have any pre-existing health conditions or concerns, please consult with your doctor before participating in classes.

#### Attire and Equipment:

Appropriate dance attire and footwear are required. For specific class requirements, please refer to our website or contact the studio for detailed information.

#### Behavior and Conduct:

All participants are expected to behave respectfully and follow the instructor's guidance.

Disruptive behavior or failure to comply with studio policies may result in removal from the class without a refund.

If you have any questions regarding class requirements or need assistance with class selection, please contact us.

- **Collection of Information:**

Passion En Fuego collects personal information, including but not limited to, names, contact details, and payment information, to process orders, manage class enrollments, and communicate with customers.

- **Use of Information:**

**Processing Transactions:** Personal and payment information is used to complete transactions, enroll in classes, and deliver products.

**Customer Service:** Contact details are used to provide customer support, respond to inquiries, and manage any issues related to orders or services.

**Marketing and Promotions:** With your consent, we may use your information to send promotional materials, newsletters, and updates about our services and events. You can opt-out of these communications at any time.

- **Protection of Information:**

**Security Measures:** We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, or misuse. This includes secure payment processing and data encryption.

## **Cancellation Policies**

### **1. Physical Dance Class Cancellations**

Classes must be taken within three (3) months from the date of payment. After this period, the payment for unused classes will expire, and no extensions or refunds will be granted.

- **Standard Packages:** For the standard class package (8 classes plus 2 free), you may reschedule missed classes to a future date within the validity period (3 months from payment).

- **Student Packages:** For the student rate (8 dance sessions), rescheduling is allowed within the validity period (3 months from payment). Classes not attended cannot be carried over after the validity period.

- **Private Class:** For the individual private class, rescheduling is allowed within the validity period (1 month from payment). Classes not attended cannot be carried over after the validity period.

### **7 • Product Cancellations**

- **Processed or Shipped Orders:** Orders that have already been processed or shipped cannot be canceled unless under our return policies.

- **Customized Items:** Orders for customized or special-order items are non-cancellable.

For further assistance or exceptions, please contact us using our official contact information.

## 8. • Refund Policy

- **Product Returns:**

Refunds will be issued for products returned within **30 days** of purchase, provided they are in perfect condition as specified in our return policy.

- **Missed Classes:**

No refunds will be issued for missed classes. Rescheduling options are available as per our policy for the physical dance classes. Online classes are available for the duration subscribed.

- **Payment Processing:**

Refunds will be processed within **7 business days** from the date the returned item is received or the cancellation request is approved.

- **Request Refund:** Contact us to request a refund. Provide your order number and reason for the request.
- **Return Items:** For product refunds, return the item as per our return policy. Include the original receipt and follow the return instructions.
- **Processing Time:** Refunds will be processed within **7 business days** from receiving the returned item or approving the cancellation.

For any assistance, please reach out to us directly.

- **Public Health Concerns:** Physical dance classes may be canceled or rescheduled due to public health concerns. We will notify you promptly and offer alternatives as applicable.

- **Emergencies:** In the event of emergencies, classes may be canceled. We will provide updates and reschedule or refund affected sessions.

- **Force Majeure**

- We are not liable for cancellations or disruptions caused by natural disasters, pandemics, or other events beyond our control. We will strive to offer rescheduling options as feasible.

## Additional Considerations

- **Changes to Terms:** We may update these Terms and Conditions periodically. Changes will be posted on our website, and your continued use of our services constitutes acceptance of the revised terms.

- **Contact Information:** For any questions or concerns regarding our Terms and Conditions, please contact us at 0705 217 978 or email [penfuego@gmail.com](mailto:penfuego@gmail.com) / [hello@passionenfuego.com](mailto:hello@passionenfuego.com). This structure provides a solid foundation for your studio's terms and conditions and cancellation policies. Be sure to consult with a legal professional to ensure compliance with local laws and regulations.