



WEBSITE POLICIES

Privacy Policy · Security Policy · Refund & Cancellation Policy

Last Updated: August 20, 2026

Privacy Policy

KinetX Dance LLC ("KinetX," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide to us.

Information We Collect

When you, your parent or legal guardian, or your dance studio registers for a KinetX competition through our online registration system, we may collect information necessary to administer the event, including:

- Studio name and contact information;
- Dancer names, ages, and other registration information;
- Parent, guardian, studio representative, or other contact information;
- Competition entries and related event information;
- Payment and transaction information; and
- Other information voluntarily provided in connection with registration or participation in a KinetX event.

When you use our website, we may also automatically collect certain technical information, such as your IP address, browser or device information, cookie data, and information regarding the pages you visit.

How We Use Information

We may use the information we collect to:

- Process and manage competition registrations;
- Communicate with studios, dancers, parents, and legal guardians regarding KinetX events;
- Process payments and refunds;
- Administer competition schedules, entries, awards, and related event services;
- Provide photography, video, and other event media;
- Maintain event and business records;
- Operate, maintain, and improve our website and services;
- Protect the security and integrity of our systems; and
- Comply with applicable legal and regulatory requirements.



Information Relating to Minors

KinetX events include participants under the age of 18. Information relating to minor dancers is generally provided to KinetX by a parent, legal guardian, or authorized dance studio in connection with event registration and participation.

Parents and legal guardians may also be asked to complete participant waivers, releases, or other event-related authorizations on behalf of minor dancers.

Service Providers and Disclosure of Information

KinetX does not sell your personally identifiable information.

We may share personal information with third-party service providers when reasonably necessary to operate our business and administer KinetX events. These service providers may include payment processors, competition registration providers, photography and media providers, electronic-signature or waiver providers, website and technology providers, and other vendors that assist KinetX with its operations.

For example, online payments are currently processed through **Authorize.Net** and **Global Payments**, and KinetX may work with **Dance Comp Genie** in connection with event media services.

We may also disclose information when required by law, legal process, or governmental request, or when reasonably necessary to protect the rights, property, or safety of KinetX, our participants, or others.

Photography and Video

Photography and video may be captured during KinetX competitions and related activities.

Any use of a dancer's name, image, likeness, voice, or performance for promotional or other purposes will be governed by the applicable KinetX Rules & Regulations and any participant release, waiver, or media authorization completed in connection with the event.

Data Retention

KinetX retains personal information for as long as reasonably necessary to administer its events, maintain appropriate business and legal records, fulfill the purposes described in this Privacy Policy, and comply with applicable legal obligations.

Privacy Requests

If you have questions regarding your personal information or would like to request access to, correction of, or deletion of personal information maintained by KinetX, please contact us at:

kinetx@kinetxdance.com

Certain information may need to be retained when required for legitimate business, contractual, legal, accounting, or recordkeeping purposes.



Changes to This Privacy Policy

KinetX may update this Privacy Policy periodically to reflect changes in our practices, services, or legal requirements. Any revised policy will be posted on our website with an updated “Last Updated” date.

Security Policy

KinetX takes reasonable administrative, technical, and organizational measures designed to protect the personal and payment information submitted through our website and online registration system. Online credit card payments are processed through **Authorize.Net** and **Global Payments**, which are third-party payment processors. Payment information transmitted through our online registration system is protected using industry-standard encryption technology.

KinetX does not store full credit card numbers on its servers.

While KinetX uses reasonable safeguards designed to protect personal information, no website, electronic transmission, or data-storage system can be guaranteed to be completely secure.

KinetX currently accepts:

- Credit card payments through its online registration system;
- Money orders by mail; and
- Cashier's checks by mail.

KinetX does **not** accept personal checks or ACH transfers.

If you believe that information submitted to KinetX may have been compromised or you have a security-related concern, please contact us at kinetx@kinetxdance.com.

Refund & Cancellation Policy

KinetX Dance does not ship physical products. The following policies apply to competition entry fees, media fees, and related event services.

Entry Fee Withdrawals

Written withdrawal requests must be submitted to kinetx@kinetxdance.com.

- Withdrawal requests received **30 or more days before the applicable event** are eligible for a full refund of the applicable entry fee.
- Withdrawal requests received **less than 30 days before the event** are non-refundable, except as specifically provided below for qualifying injury or illness.

Media Package Fee

The KinetX Media Package fee is currently **\$36 per dancer** and is required for all competing dancers. The Media Package fee is non-refundable, except if KinetX cancels the applicable event, in which case the Media Package fee will be refunded in full.



Event Cancellation Due to Low Participation

Each KinetX event requires a minimum of **five (5) participating studios**.

KinetX will generally confirm whether an event will proceed no later than 30 days before the scheduled event date. If KinetX cancels an event because the minimum participation requirement has not been met, applicable competition entry fees will be refunded in full.

Weather and Emergencies

If severe weather, a venue-related issue, or another emergency affecting the event prevents a registered routine from performing and KinetX is unable to reasonably reschedule the routine during the event, KinetX will refund the applicable routine entry fee.

This provision does not automatically apply when an individual dancer or studio is unable to attend or arrive at an event due to travel conditions or circumstances that do not prevent KinetX from conducting the event.

Injury or Illness

As an exception to the general refund policy, if a dancer is unable to participate because of an injury or illness, the studio may submit a doctor's note to KinetX within **one (1) week of the applicable event**.

Upon approval, KinetX will issue a **studio credit rather than a cash refund**. The credit:

- Will be valid for **12 months** from the date issued; and
- May include a waiver of applicable schedule-change fees relating to the qualifying injury or illness.

Refund Processing

Approved refunds will generally be credited to the original credit card used for payment within **7–10 business days** after approval.

Processing times may vary depending on the applicable financial institution or payment processor.

Questions

Questions regarding cancellations, withdrawals, credits, or refunds may be directed to:

KinetX Dance LLC

kinetx@kinetxdance.com