



Website Policies

Privacy · Security · Refund & Cancellation

Privacy Policy

KinetX Dance respects your privacy and is committed to protecting the personal information you share with us. When you or your studio register for a competition through our Online Registration system, we collect information such as studio name, dancer names and ages, contact information, and payment details needed to process your entry. We also automatically collect standard technical information — including your IP address, cookie data, and the pages you visit — through our website's server logs.

We do not sell your personally identifiable information to anyone. Information is shared only as needed to run our events: with our payment processors (Authorize.Net and Global Payments) to complete transactions, and with Dance Comp Genie to deliver the Media Package for your event. By registering for a KinetX event, you also grant KinetX the right to use event photography and video for promotional purposes, as described in our Rules & Regulations.

Security Policy

Your payment and personal information are always protected. All online payments made through KinetX's Online Registration system are processed through Authorize.Net and Global Payments, both PCI-DSS compliant payment processors. Card information is encrypted in transit using Secure Sockets Layer (SSL) technology, and KinetX does not store your full credit card number on our servers. We accept credit card payment online; money order and cashier's check are also accepted by mail (personal checks and ACH transfers are not accepted).

Refund & Cancellation Policy

KinetX Dance does not ship physical products — all fees below relate to competition entry and related services.

- **Entry fee withdrawals:** Written withdrawal requests sent to kinetx@kinetxdance.com 30 or more days before the event receive a full refund. Withdrawals within 30 days of the event are non-refundable.
- **Media Package fee:** The Media Package (\$36 per dancer, required for all competing dancers) is non-refundable.
- **Event cancellation:** Every KinetX event runs with a minimum of 5 studios. Events are confirmed or cancelled 30 days out; if an event is cancelled due to low participation, all entry fees are refunded in full.
- **Weather / emergency:** If severe weather or another emergency prevents a routine from performing and KinetX cannot reschedule it within the event, that routine's entry fee is refunded.
- **Injury or illness:** With a doctor's note submitted within one week of the event, KinetX issues studio credit (not a cash refund), valid for 12 months, and waives related schedule-change fees.
- **How refunds are issued:** Approved refunds are credited back to the original card used at checkout within 7–10 business days.