



Square Scheduling FAQ

Dancewave's NEW rental booking system

How do I book studio time? Visit the Dancewave website to access the 'book now' button featured on the [rentals webpage](#). Once you click '**book now**', our new booking platform, Square Scheduling will appear, you can select your appointment type, time and schedule date(s). Once your reservations details have been selected, enter your information and process payment to finalize the reservation. **You will receive a confirmation email once everything has been processed.**

How can I pay? Payment can be made via credit card on the final check out page on the Square Scheduling platform.

The time I want is unavailable. What should I do? Join [the waitlist!](#) Complete the inquiry form and the Dancewave Rentals department will notify you if the time slot you have requested becomes available. The waitlist is ideal for booking times 2 days or more in advance. Waitlisted requests are not guaranteed and require advance notice.

Can I modify my already booked reservation? No. If you would like to request any date or time changes to your booked reservation you must email rentals@dancewave.org.

I need to cancel my booking. How does this work? You can cancel or reschedule your booking by clicking on the '**change/cancel appointment**' button listed in your confirmation email. Once selected, you can then finalize your cancellation on the booking page. You will receive an email in your inbox confirming the cancellation.

What is your Cancellation Policy? No refunds will be given for cancellations made less than 7 days prior to the booking date. Cancellations made 7 or more days in advance will be refunded between 24-72 hours, less processing fees. Processing fees are non refundable.

I would like to book multiple reservations. Can I do this? Yes! Once you have selected your studio space, and appointment type on the booking page, you will then be prompted to select a date/time. When you select a time, a pop-up window will appear - selecting '**add a time**' will add that date/time to your cart and you can continue to book additional times. [See tutorial](#)

Will my information be saved for future bookings? To help expedite the checkout process, we encourage you to register an account so that the form will save your information for future bookings! You can register for an account by clicking '**Register for an Account**' on the confirmation check out page.