

# Theative Performing Arts Terms and Conditions



**Updated May 2026**

## **1. Enrolment**

1.1 Enrolment is confirmed once a place has been offered and the joining payment has been received.

1.2 Enrolment runs across the academic year (September to August) and continues automatically into the next season unless written notice is given.

1.3 Fees are pro-rated for students joining mid-season.

1.4 Enrolments are non-transferable.

1.5 Acrobatics classes are offered as an add-on to ballet and/or modern classes and are not available as a standalone enrolment. Students must be enrolled in at least one core dance class per week in order to participate in acrobatics.

## **2. Fees & Payment Structure**

2.1 Class fees are calculated based on the total number of lessons remaining in the season.

2.2 This total is divided into equal monthly instalments, charged on the 1st of each month.

2.3 Monthly instalments are part of a season payment plan and do not directly reflect the number of classes in any given month.

2.4 A one-off joining payment is required before the first class. This includes:

- fees for lessons from the start date up to the next charge date
- a final month amount held on account

2.5 The final month held is retained on the customer account and applied when the student leaves, in accordance with Section 5.

## **3. Initial Commitment & Cooling-Off Period**

3.1 A minimum initial enrolment period of two months applies.

3.2 A 7-day cooling-off period is provided from the date of enrolment. If cancellation is requested within this period, only classes already attended will be charged.

3.3 After the 7-day cooling-off period, the minimum two-month commitment applies.

## 4. Payments

4.1 Payments are taken automatically via card on the 1st of each month.

4.2 Customers must ensure that valid payment details are provided and kept up to date.

4.3 If a payment fails, we will attempt to reprocess it.

4.4 Failed Payments

If a payment fails on the scheduled charge date (1st of the month), we will attempt to reprocess the payment.

If the payment is not successfully processed, we will make up to two further manual attempts during the month.

An admin fee of £10 will be applied to the account for each failed payment that requires manual reprocessing.

If payment remains unsuccessful after two retry attempts, we reserve the right to:

- restrict participation in classes until the account is brought up to date
- apply the notice period in accordance with Section 5
- pursue any outstanding balance

We strongly encourage customers to ensure sufficient funds are available and to update payment details promptly if required.

4.5 If you are experiencing financial difficulty, please contact us as soon as possible to discuss options.

### Overdue Invoices & Late Fees

4.6 Invoices must be paid in full by the stated due date.

If an invoice remains unpaid:

- **A £10 late fee will be applied if the balance remains unpaid 7 days after the due date**
- **A further £10 late fee will be applied if the balance remains unpaid 14 days after the due date**

These fees reflect the administrative time required to manage overdue payments.

If the balance remains outstanding beyond this point:

- participation may be restricted
- the notice period may be applied (where applicable)
- further action may be taken in line with our Terms & Conditions

## 5. Notice & Withdrawal

5.1 Enrolment is continuous and will automatically continue from term to term and season to season (between the end of the academic year in July and the start of the new season in September) unless written notice is submitted in accordance with this section.

5.2 One calendar month's notice is required to withdraw from classes.

5.3 Notice must be submitted in writing to the school office via email. Notice is not considered received unless it has been acknowledged by the school. It is the parent/guardian's responsibility to ensure notice has been received and acknowledged.

5.4 Notice must be received by the 20th of the month to take effect from the following month. Notice received after this date will apply from the month after.

5.5 If a student will not be returning for the new academic year starting in September, notice must be given by 20th June.

5.6 The student's final class date will always be the last scheduled lesson of a calendar month.

5.7 Students may continue attending classes during their notice period.

## 6. Final Balance & Final Month Held

6.1 When notice is given, the student's account will be reviewed and the total fees due will be calculated based on lessons attended up to the final class date.

6.2 The final month held amount will then be applied as a credit to the account.

6.3 Any remaining balance must be paid.

6.4 If the account is in credit after reconciliation, the excess may be refunded.

6.5 The final month held amount is not a deposit and is not automatically used to cover a calendar month of classes.

## 7. Non-Attendance & Abandoned Enrolments

7.1 Regular attendance is expected. If a student is unable to attend, we ask that you inform us where possible.

7.2 If a student is absent for **three consecutive scheduled classes without communication**, we will make reasonable attempts to contact you.

7.3 If no response is received, we may assume that you no longer wish to continue with classes.

7.4 In this case, the notice period will be applied from the **date of the third consecutive missed class**, in accordance with Section 5.

7.5 The student's place in the class will be released from this point.

7.6 Any outstanding balance remains payable, and the final month held will be applied in line with Section 6.

## 8. September Auto Re-Enrolment

8.1 Enrolment continues automatically into the next academic season.

8.2 If a student will not be returning in September, notice must be given by 20th June.

## 9. Refunds, Credits & Payments Made in Advance

9.1 Payments are non-refundable except where required by law or in the specific circumstances outlined below.

9.2 Following the 7-day cooling-off period, any payments made (including advance or full-season payments) will not be refunded but will instead be retained as credit on the customer's account.

9.3 Account credit may be used against:

- future class fees
- uniform purchases
- workshops, camps, or other services offered by the school

9.4 Account credit is valid for **12 months** from the date it is issued. After this time, any unused credit may be forfeited.

9.5 If a class is cancelled by the school and cannot be rescheduled, a credit will be applied to the customer's account.

9.6 If the school is unable to continue providing classes for any reason, a refund may be issued for any unused portion of fees.

9.7 Where a refund is deemed appropriate, it will be issued using the original payment method where possible.

9.8 If a customer chooses to pay their season fees in full, this does not alter the terms of enrolment, including the minimum enrolment period or notice requirements.

9.9 All adjustments to accounts will be calculated in line with:

- the minimum enrolment period
- the notice policy
- and the number of classes attended

## 10. Uniform

10.1 Students are expected to attend classes in the correct uniform for their class level, including appropriate clothing, footwear, and hosiery.

10.2 Hair must be neatly secured and styled appropriately for dance (for example, tied back or in a bun where required).

10.3 New students are expected to be in the correct uniform by their third week of classes.

10.4 Suitable warm-up items may be worn at the beginning of class but may be removed at the teacher's discretion to allow for safe and effective teaching.

10.5 Uniform may be purchased through us or sourced independently, provided it meets the required style, colour, and standard. Dance shoes must be purchased from a reputable dancewear supplier.

10.6 Students who are not appropriately dressed may be asked to observe rather than participate where safety or teaching quality would be affected.

## **11. Attendance**

11.1 Regular attendance is important for progress and enjoyment.

11.2 Students arriving late may not be permitted to participate.

11.3 Missed classes are not refundable.

## **12. Performances & Exams**

12.1 Participation in performances and exams is optional but strongly encouraged as part of a student's development.

12.2 Participation may involve additional fees, rehearsals, and time commitments.

12.3 Students must meet the required attendance, behaviour, and preparation standards in order to take part. These requirements will be communicated in advance.

12.4 We reserve the right to withdraw a student from performances or exams if these requirements are not met, where participation would not be in the best interests of the student or the group.

12.5 Fees relating to performances and exams are non-refundable once a place has been confirmed, except at our discretion in exceptional circumstances.

### **Exam Class Requirements**

12.6 Students wishing to take graded examinations in ballet and/or modern from Grade 2 and above are required to attend a minimum of two classes per week.

12.7 For Grades 2 and 3, this may be a combination of complementary styles (for example, one ballet class and one modern class per week).

12.8 For Grade 4 and above, students must attend two classes per week in the same genre in order to be entered for full graded examinations.

12.9 Students attending one class per week may still be offered the opportunity to take part in Class Awards or Class Exams where appropriate.

## 13. Code of Conduct

13.1 We are committed to creating a positive, inclusive and respectful environment for all students, families and staff.

13.2 Students are expected to:

- behave respectfully towards teachers and other students
- follow instructions and participate to the best of their ability
- arrive on time and ready for class

13.3 Parents and guardians are expected to:

- communicate respectfully with staff at all times
- support their child's participation and commitment to classes
- follow school procedures and policies

13.4 This code of conduct applies:

- during classes and while at the venue
- at performances, exams, and events
- in all communication with the school (including email, messaging, and in person)

13.5 We reserve the right to take appropriate action where behaviour falls below these expectations. This may include restricting participation in classes, events or performances where necessary.

13.6 We expect all communication about the school, whether in person, in writing, or online, to be respectful and appropriate. This includes social media and public platforms.

We do not tolerate behaviour that is abusive, defamatory, or intended to cause harm to the school, its staff, or its members. Where such behaviour occurs, we reserve the right to take appropriate action, which may include restricting participation in classes or terminating enrolment where necessary.

**13.6** A more detailed Code of Conduct can be found in the Member Handbook.

## 14. Communication

13.1 We communicate primarily via email and WhatsApp.

13.2 It is the customer's responsibility to ensure contact details are correct and messages are read.

13.3 We are not responsible for missed information due to unread communications.

## 15. Data Protection & Privacy

14.1 We comply with UK GDPR and all applicable data protection legislation.

14.2 Personal data is collected and processed only for the purposes of delivering our services and managing enrolment.

14.3 Images and videos may be used for teaching and promotional purposes where consent has been given. Consent can be updated or withdrawn at any time via your account.

14.4 Our full Privacy Policy is available on our website and can be accessed here: [INSERT LINK]

## **16. Safeguarding**

15.1 The welfare and safety of all students is our highest priority.

15.2 We follow current safeguarding legislation and guidance and have a designated safeguarding lead in place.

15.3 Our full Safeguarding Policy is available on our website and can be accessed here: [INSERT LINK]

15.4 By enrolling, you agree to adhere to our safeguarding procedures and expectations.

## **17. Changes to Terms**

16.1 We may update these Terms & Conditions from time to time.

16.2 Reasonable notice will be given of any changes.

16.3 Continued enrolment after notice of changes indicates acceptance of the updated terms.