



## **TERMS AND CONDITIONS**

Herts Dance Studio (HDS)

### **INTRODUCTION**

To help you get the best out of Herts Dance Studio (HDS) and to understand our responsibilities to you and your responsibilities to us, please read the following terms and conditions.

- The language used should make these terms and conditions as clear as possible.
- The following policies exist to safeguard the wellbeing of our students and to ensure that the good name of our studio continues to be associated with high quality teaching and enjoyment of dance.
- HDS reserves the right to refuse entry to classes if these policies are not complied with.
- The studio will review and amend its policies on a regular basis and advises parents and adult students to read this document thoroughly to ensure a clear understanding is gained.
- Please contact Angela if you require further information – [info@hertsdancestudio.co.uk](mailto:info@hertsdancestudio.co.uk)

## **TERMS AND CONDITIONS**

### ***1.Payment Policy***

1.1 In order for a place to be kept open for you/your child in our classes, payment is required monthly in advance, by direct debit only.

1.2 Signing up through our enrolment process and setting up a direct debit is the only registration and payment method HDS will accept for weekly class payments. We are no longer able to accept cash, cheques, monthly BACS payments or fast track payments for weekly class payments.

1.3 We reserve the right to make changes to these amounts and/or collection date if necessary. In this case, you will be given notice via email prior to collection.

1.4 Fees are reviewed annually.

1.5 The systems we use are Class Manager and GoCardless. All registrations and class payments are set up through our systems.

1.6 Payment will be taken from the account you specify on 1st of every month. Failure to make payments on time may result losing your place in chosen class(es). If you are having trouble paying, please speak to Angela and we will do our best to help.

1.7 Prices are based on 40 weeks of classes and pro-rated over 12 months.

1.8 The direct debit system ensures everyone pays on time as previously, fees were paid very late to HDS, with some not being paid at all.

1.9 Fees and event payments are non-refundable.

1.10 Fees will be pro-rata when a student begins midway through a term

1.11 Enrolled students may trial other classes, free of charge for the first lesson, but will be charged accordingly

1.12 Additional costs may occur in the event of an exam enrolment, show costume fees etc. These will be known to you well in advance and you maintain the right for you/child to not participate and therefore these fees will not apply to you. However, should you sign up/agree to the event costs involved these are non-refundable.

## ***2.Cancellation Policy***

2.1 We require a one month paid notice period. Should you wish to cancel please provide one month's written notice via email ([info@hertsdancestudio.co.uk](mailto:info@hertsdancestudio.co.uk)) plus one months fees. Students may continue to dance through the notice period.

2.2 Refunds are not given on classes not attended by the student. If applicable, substitute classes may be attended.

2.3 If a class is cancelled for any reason, we will reschedule the class. This may fall on a different time or date. Refunds will not be given.

### **3. Trial Period Policy**

3.1 We offer a two week paid trial period – This gives new students the chance to really decide if HDS is the right fit for them

3.1 Once booked and attended trial payments are non-refundable.

3.2 A trial date may be rescheduled once to allow for sickness, injury, etc

### **4. Class Policy**

4.1 Unruly, disruptive behaviour in class will not be tolerated. We have a strict zero tolerance for bullying and expect our students/parents/customers to always adhere to this.

4.2. We believe in teaching boundaries and setting a good example in line with our positive ethos to build our student's confidence and learning in a safe environment.

4.3. Our staff will not tolerate abusive or disruptive behaviour from students, parents or guests. We will treat everyone with respect and expect the same in return.

4.4 If a student/parent displays consistent unruly or aggressive behaviour, this could result in termination of class membership with HDS.

4.5 HDS aims to provide the very best training. We will implement a balance of fun and discipline to do this. If we feel that any student is being disruptive on a regular basis we will issue a verbal warning. If this continues, we will speak to parent or carer about the matter.

4.6 We advise that your child does not bring any valuables (i.e. phones, jewellery etc.) with them to the classes. HDS do not accept any liability for lost or damaged belongings. Any belongings should have child's name clearly marked.

4.6. No child will be allowed to leave the building without a parent/carer (unless arranged otherwise) Your child's safety is paramount to us.

4.7. HDS cannot be held responsible for any injuries incurred during dance class. Qualified teachers will ensure students are learning and progressing in a safe manner and always maintain First Aid and safeguarding training.

4.8. If you are going to be late to pick your child up, you must make contact the studio to inform us wherever possible.

4.9 Parents/carers are not permitted to watch weekly classes as this is distracting to those learning in the class. Parents/carers will be invited to watching days/studio performance events to see their child's progress and enjoy them performing for you.

4.10 HDS is only responsible for students while they are in the studio during class time. Parents/carers must please supervise and are responsible for children before entering and after exiting the class.

## **5. Events & Performance Policy**

5.1 We regularly provide our dancers and community with exciting and rewarding performance opportunities. Participation in these events is always optional.

5.2 Once signed up to/agreed with participating in these events you agree to the additional non-refundable fees involved and/or the relevant dates needed for the event.

5.3 Our events may be recorded and photographed professionally; you will be notified when this is the case.

## **6. General**

6.1 Any medical conditions must be disclosed upon registration, and the responsibility falls on you, the parent/carer/adult student, to update us when necessary, thereafter. It is imperative that we are always fully aware of any health implications, for you/your child's safety and your own peace of mind.

6.2 HDS communication is made via email and social media. Please ensure you follow our social media platforms for recent updates and continue to check spam/junk email folders. Other important information can be found on our noticeboards. It is the parent/carer/adult student's responsibility to keep up to date with all relevant information regarding their child.

6.3 From time to time, it will be essential for physical contact to take place between the teacher and student/peers. We always encourage safe practice and support students in doing so.

## **7. Studio Uniform Policy**

7.1 All of our children's classes adhere to a uniform

7.2 Once enrolled, students have 4 weeks to purchase the uniform from our studio website

7.3 We have a uniform for health and safety reasons as well as contributes to our ethos of growing confidence and self-worth

7.4 Our uniform is also in line with the examination boards the studio is affiliated with and your child will use their class uniform for exams and performance awards as well as in class each week

7.5 Hair is to be tied into a ballet bun for ballet classes or in a ponytail for Modern/contemporary

7.6 No jewellery is to be worn for health and safety reasons

7.7 Adult dancers may wear any comfortable activewear/dancewear to class. Once enrolled in adult ballet classes, ballet shoes are required and hair should be pulled up and out of the face for health and safety.

## **8. Health & Safety Policy**

8.1 HDS recognises the responsibility to ensure the studio space is an inclusive, safe space

8.2 Dance is a physical art form and while every effort is taken to prevent them, injuries can happen. HDS accepts no responsibility for injuries sustained.

8.3 All teachers are fully insured, DBS checked and trained in First Aid with years of experience working with children and in the dance industry.

8.4 Staff may use appropriate physical contact in class for the purposes of teaching dance.

8.5 Every student at HDS has the right to learn dance in a safe, friendly and encouraging space. We have a zero tolerance for bullying.

Other HDS policies available to view:

- Privacy Policy
- Safeguarding and Child Protection Policy

*If you have any questions or anything you would like to discuss further, please email our studio director Angela, who will be happy to help -*

[info@hertsdancestudio.co.uk](mailto:info@hertsdancestudio.co.uk)

***By signing up to our classes and being enrolled at HDS, you are agreeing to the Terms and Conditions currently in place.***

With thanks,

Angela Coelho

Herts Dance Studio