

- 1) The Hebden School of Dancing run classes during school term time only. Your payment plan covers the cost for the class you have selected, in the venue you have selected, and is spread equally over 12 months of the year, therefore fees/subscriptions are still payable during school holiday months where no lessons are taking place. Payments are taken from your credit/ debit card on the 1st of every month. The cost of all classes vary and can be found on the individual booking pages. These costs include all membership and insurance fees. We do not offer refunds for classes or trial sessions.
- 2) Every new student can attend one no obligation, £5 trial session for each genre.
- 3) Cover payments for new starters:

A covering payment is an additional one-off charge that is added to your first monthly subscription. This charge is to cover any unpaid classes attended before your first monthly payment is taken.

- 4) Multiple class discount:

We are proud to offer a range of multiple class discounts at The Hebden School of Dancing.

#### MULTI CLASS DISCOUNT STRUCTURE

NUMBER OF CLASSES	DISCOUNT
2 classes per week	15% off total bill
3 classes per week	20% off total bill
4 classes per week	25% off total bill
5 classes per week	30% off total bill

Please note you will not be charged until the 1st of the following month when the discount has been applied. This discount does not apply to trials. We do not offer additional sibling discount.

- 5) Term dates will be sent out in advance of each new term and can be found on our website. These are subject to change at anytime as authorised by the Principal.
- 6) Your child will automatically be included every term in their current class. If you wish to leave or change classes please see "Cancellation of Subscription" below.

- 7) No Attendance due to Injury:

If your child is unable to carry on with his/her classes due to an illness or injury as suggested by their doctor, there are 2 options available to you:

Option 1. To guarantee your child's place in their class upon recovery, you can continue paying your monthly subscription at the following reduced rate (depending on which class your child attends) and we will reserve their place in the class. This reduced rate is **ONLY APPLICABLE** to the **FIRST MONTH AFTER INJURY**, supported by a doctor's note.

Upper School plan - £20 for the month

Lower School plan - £15 for the month

Option 2. Immediate cancellation without notice\*. This does not guarantee your child's place in the class upon recovery due to availability, however if requested we can put their name to the top of the class waiting list.

\*For immediate cancellation please see "Cancellation of Subscription" below.

Failure to Pay Monthly Subscription: If we are unable to collect your monthly subscription payment on the 1st of the Month we will attempt to take payment 3 days later, and then 5 days thereafter. After which, we will attempt to contact you to restore your subscription. If your subscription payment is not up to date by the 14th of the month your child and place in the class will be removed and offered to someone else. Please update your bank details on your Class4Kids account or contact us asap.

## 8) Cancellation of Subscription

EFFECTIVE September 1st 2019: Cancellation Policy

We plan our classes on a termly basis and to get the most out of the club and your child's interest in dance we encourage you to join with a commitment to completing each term in full. Your payments are on a running subscription with monthly payments meaning you do not need to re-book each term as you will automatically be re-enrolled.

To process a cancellation in line with our terms & conditions please use the submission form found on our website at [www.hebdendance.co.uk](http://www.hebdendance.co.uk)

30 days' notice is required if a student decides to no longer participate in classes. If the required notice is not received, the full payment of the pupil's fees for the following month will not be refunded. 30 days notice is processed from the date the form below is completed.

When you cancel your membership we will send an email in acknowledgement to confirm the date that your subscription will end. Your child is entitled to attend classes until then. If you do not receive this acknowledgement, you must assume that we have not received your cancellation notice.

If you would like to come back, (we hope you do!), you may need to go on a waiting list as we unfortunately can't guarantee availability in the same class.

Attendance: If a child can not attend a class for any reason, we cannot transfer their class or provide a refund.

If a child will no longer be able to attend due to a medical reason, then please see our "Cancellation of Subscription" terms above.

If for any unforeseen circumstances a class has to be cancelled we will endeavour to offer a make up session.

## 9) Holiday Workshops

#### Cancellation & refund of workshops policy:

Our policy is to ask for one week's written notice which must be given in the event of cancelling the camp booking, otherwise you will be charged the full amount for that booking. If a week or more notice is given, then a 95% refund will be made. The 5% reduction will have to go towards the refund administration fee charged to us by our supplier - we do not keep this money. If there are extenuating circumstances, we will endeavour to be as flexible as possible in rebooking you on to a workshop on another day/week. This will be subject to availability and only to be used within the same school holiday. This will be subject to our "Rearranging of Workshops" policy below.

#### Rearranging of Workshops policy:

All rearranged workshop bookings can only be made at least 2 days ahead of the booking date. We are unable to rearrange or refund any workshops after this point. Unfortunately should a cancellation be made towards the end of a holiday period over the last 2 days, we will not be able to rearrange or refund these sessions.

COVID-19 Policy: Should we be closed down due to revised government guidelines, a full refund will be given.

#### 9b) Private Lessons & Coaching

Parents who book private lessons, whether for festivals, competitions, exam coaching or otherwise, must pay in advance for these classes when they are booked. Refunds will not be given in the event of the pupil not attending pre-booked private lessons. Private lessons will be booked in writing and agreed by pupil, parents and HSD.

10. All Hebden School of Dancing staff should expect to be treated with respect and dignity by parents and other members of the public. The Hebden School of Dancing reserves the right to dismiss any parent, guardian or pupil behaving inappropriately. Our Unreasonable Parents documentation and guideline is available upon request. The following will not be tolerated at the dance school:

10a. A persistent complainant is a parent/carer or member of the public who repeatedly complains about issues (either formally or informally) that have already been addressed, and/or whose behaviour is unreasonable. This may be characterised by:

- actions or contact which may be viewed as obsessive, persistent, harassing, prolific, or repetitious
- an insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes
- an insistence upon revisiting meritorious complaints in an aggressive or inappropriate manner.

10b. Harassment is unreasonable contact with staff in such a way that:

- appears to be targeted over a significant period of time on individual members of Hebden School of Dancing
- causes on-going distress to individual Hebden School of Dancing staff through their conduct or actions
- has a significantly adverse effect on the whole/parts of the Academy

11. Please ensure that your child goes to the toilet before class and brings a bottle of water if desired into the studio. Students must wear the school's regulation uniform.

12. HSD do not accept any responsibility for any loss or damage to any property left on the premises.

13. In the event of adverse weather conditions, government school closures or natural disasters it is at the discretion of the principal as to whether classes will run. Travelling, student welfare and safety will all be taken into account. In the event classes are cancelled parents will be made aware via email & social media. If the school must cancel classes due to extreme weather, epidemic, pandemic or other events beyond our control, classes will be cancelled, where possible you may make up the lesson within 30 days in a similar level class. Refunds or credits are not given. It is at the principal's discretion as to whether an additional class is put on to make up cancelled classes, this however is not compulsory.

13a. All dates arranged for school activities, including but not limited to; shows, performance opportunities, competitions, exams and workshops are subject to change at all times.

14. HSD will work towards IDTA exams. Pupils will only be entered when they have reached the required standard decided by the teacher. Pupils taking Grade exams will be required to attend a compulsory additional coaching class in the term before the exam takes place. Parents will be notified at the appropriate time. HSD has the right to withdraw any pupil from an examination at any stage. All classes in the term prior to the exam must be attended. Teachers have the right to withdraw students from the examination session should attendance not be satisfactory.

15. Fees for ballet exams must be returned by the deadline on the form. Late fees will incur a £15.00 charge, assuming the IDTA will accept a late entry. Exam fees are non-refundable.

16. HSD endeavour to ensure that your children are dancing in a safe and comfortable environment. We ask you to bring and collect your child promptly and provide us with written details of changes in drop off/pick up arrangements, special medical needs etc.

17. Pupils will not be allowed to leave the dance areas until they are collected. Permission is required should you wish your child to be allowed to leave unsupervised.

18. All students must be registered for the classes they attend. Unregistered children will not be allowed to participate in the class.

19. Please ensure that HSD receives any changes to pupil's contact details in writing. All details will be held in strict confidentiality (Data Protection Act 1998) and will not be passed on to outside parties except to the IDTA for children doing dancing exams. Email contact is [chloe@hebdendance.co.uk](mailto:chloe@hebdendance.co.uk)

20. Parents/guardians are invited to watch classes during watch week, which is generally held at the end of each term. HSD reserves the right to cancel watch week. Filming and photography are by permission and with the discretion of the teacher during watch week. We will only accept a safe number of parents into the studio at one time, we will also ensure all parents get the opportunity to view part of the class.

21. Pupils / Parents will be asked to leave without notice for any serious breach of the school's terms and conditions or for any other serious misconduct.

22. The school does not discriminate on background, race or religion, regularly monitors staff to maintain school teaching policies and adheres to Health and Safety procedures to ensure that each child dances in a class appropriate to their level of development.

23. From time to time it is necessary for the teachers to use physical contact when helping to improve pupils' posture or assist in movements. This includes physical contact between students ie. holding hands.

**24. I understand and give consent to the use of photographs and video recordings from time to time including HSD Website / school social media / internet for press and promotional development of the school.**

25. HSD is not registered as a body that offers childcare, parents must ensure all children are safely brought to class and collected at the time the class is timetabled to finish. Should an incident occur in which a child is not collected within 1 hour of the class finishing and with no communication with the relevant parent/guardian, social services and the police may be contacted. It is the parents/guardian's responsibility and **not** The Hebden School of Dancing's responsibility to ensure the school holds up to date contact details for **ALL** students.

**26. By enrolling my son / daughter into The Hebden School of Dancing I confirm that I read & accept all of the above terms and conditions.**

#### Changes to this Policy

The Hebden School of Dancing has the discretion to update this Policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage you to frequently check this page for any changes to stay informed. You acknowledge and agree that it is your responsibility to review these terms and conditions periodically and become aware of modifications.