



## **Terms and Conditions**

Effective from March 26th, 2024

Principal: Hannah Carter

Venue: Dulwich Prep Cranbrook, Coursehorn Lane, Cranbrook, Kent TN17 3NP

The Ts and Cs were last updated on 26/03/2024

### Registration

1. A registration form must be completed for all new students before attending a free trial at The Creative Dance Company.
2. No classes after the free trial can be attended without prior payment being received. A course of lessons must be paid for in advance of the first class and the student's place will only be confirmed when full payment has been received

### Fee Payment

1. Fees are payable in full at the end of each term to reserve your place in the class for the next term. Fees must be received before the new term starts other wise you risk losing your child's place in the class and being charged a £5 late fee. The dates of each 'term' and due dates of invoices are defined on the invoice you will receive.
2. There are no refunds for Company lessons, LAMDA group or Singing Group if a student is absent from class for any reason including illness and holiday.
3. There are no refunds for private 1-2-1 lessons if a student is absent from class for any reason including illness and holiday, if 48 hours notice is given every effort will be made to reschedule the 1-2-1 lesson.
4. Refunds for term fees may only be issued if notice is given before the term starts. No refunds will be given after a term has begun.
5. All weekly, monthly, half termly (and all other arrangements) payments must be completed once the term has begun. Cancellation of scheduled payments may not happen after the term has begun.
6. We make every effort possible not to cancel classes. If a cancelation must occur due to weather or instructor illness, the class will be made up. On rare occasions, and if a

make-up is deemed impossible, tuition credit may be given at the discretion of The Creative Dance Company. Tuition credit is not given when a make-up class is offered.

### Class Conduct

1. Students are expected to adhere to the Behaviour Policy at all times.
2. Students are responsible for their own property and bring items at their own risk. Uniform must be named. All property is the responsibility of the student attending classes and The Creative Dance Company can not be liable for any lost or damaged belongings.
3. Students are not permitted to use mobile phones during class. Any mobile phones brought into the class must only be used during assigned breaks.
4. Students are not permitted to leave the premises during class without permission from the class teacher.

### Responsibilities

1. Parents/Guardians must ensure that they bring their children into the building when they drop off.
2. Dropping from the car is not permitted as the school can sometimes be open but not responsible adults available.
3. Leaving students alone in the foyer is not permitted as the school can sometimes be open but not responsible adults available.
4. Parents/Guardians must ensure they only leave their children in the care of members of staff over the age of 18 - it is not permitted for students to be in the sole care of our teaching assistants who are under 18.
5. The only exception to the above four points is for students who drive themselves to class.
6. It is the Parents/Guardians responsibility to inform The Creative Dance Company of any changes regarding the students medical conditions or emergency contact details.
7. Students are left in the class under the supervision of their teacher however the guardian must keep their mobile phones accessible. It is very important that we have contact details of both parents or guardian responsible for each student. Please inform us of any changes in contact details or of alternative contact details of the person responsible for your child.
8. Please arrive no earlier than 10 minutes before the start time of your class as we cannot guarantee access to the premises. Once your allocated class time has finished, it is necessary to vacate the premises swiftly so the premises can be cleaned and prepared for the next class. All pupils must have vacated the premises no more than 10 minutes after the finish time of their class. Please make the person responsible for your child aware of the arrival and departure times, if you will not be in attendance.

### Miscellaneous

1. The school timetable may be revised at any time.
2. A certain amount of risk is involved by taking part in any physical activity. Students taking part in any classes or events run by The Creative Dance Company do so at their own risk.

3. Parents should be aware that due to the nature of our classes it is necessary for the teacher to have physical contact with the children from time to time. If you would prefer a teacher not to have any physical contact with your child please notify your a member of our team in writing prior to your first class.
4. We have Public Liability Insurance to include accidental injury to any person or property caused in connection with the Business. One member of staff will have attended a First Aid Awareness Course or have a First Aid qualification. Copies of qualifications and DBS checks are available upon request.
5. Pupils may on occasions be photographed or filmed during class, events and performances. By taking part in The Creative Dance Company activities you are agreeing to this happening unless you have otherwise informed the school in writing. Please avoid taking photos of your child if another student can be seen in the photo and remember that not everyone is happy with their child being on social media or photographed at all.
6. All personal information held by The Creative Dance Company is treated as private and confidential and used solely by us and will not be disclosed or passed on. Under the Data Protection Act 1988, private customers have the right to see personal information held about them. If you wish to exercise this right, or have other related queries, please contact us.
7. It is our intention to provide you with a high level of customer service at all times, however, if you are dissatisfied with the level of service, please contact us.
8. The suitable ages for the The Creative Dance Company syllabus and levels has been determined by our Principal. Your child will be put in the most suitable class for their age and/or ability. Guardians do not exercise the right to move children in to different classes without the prior consent of our Principal. Please note that your teacher wants each and every student to progress at a suitable pace and their decision on which class to allocate your child to must be respected and adhered to.

Signed,

Hannah Carter

Principal, The Creative Dance Company