

# TERMS AND CONDITIONS



## RULES AND REGULATIONS

- All parents (and if appropriate students) are asked to create an account on the Think Smart online portal. The portal will enable you to have instant access to all your customer information including class registrations and invoices. You can access the portal from either a desktop or via the Think Smart Portal app (available for free on both Apple and Android). The company code to access the Dance Education Centre portal is 882Y69QQ and you will need to create an account using your email and password.  
[Dance Education Centre Customer Portal - Confirm Registration](#)
- All students must arrive on time for classes. Please arrive at class at least 10 minutes early to avoid disruption to classes/teaching. Continuous lateness may result in a loss of the student's place in the class.
- If you know that you are unable to make a class the following week, please advise your teacher during your lesson or email [admin@danceeducationcentre.co.uk](mailto:admin@danceeducationcentre.co.uk). If you are unable to make a class at short notice please let us know as soon as possible. Unexplained long term absences may result in the loss of the student's place.
- Please endeavour to collect your child on time. Late collection is disruptive to classes and continuous late collection may result in a loss of the student's place.
- No parents/guardians are permitted on site at St James' School before 6:15p.m. Children attending classes before 6:15p.m. will be collected from and returned to the gate by a teacher/assistant before and after classes.
- No parents/guardians are permitted to attend classes unless attending an invited show/performance or have been specifically invited as part of trial sessions.
- Any child going "home alone" must have written permission from their guardian which must be sent in advance to [admin@danceeducationcentre.co.uk](mailto:admin@danceeducationcentre.co.uk). In any event, we will only allow secondary school children to leave classes unattended.
- No students are permitted to take photographs or video footage in classes (unless requested by a teacher for the purposes of recalling a dance routine) and in no circumstances should any images be placed on social media platforms.
- All students should adhere to the correct uniform for their relevant grade/class. Hair should be neat and tidy, with fringes off the face and wherever possible in a bun. Our full range of uniform is available from the uniform website at <https://dance-education-centre1.fwscheckout.com/>. If in stock, uniform will be delivered to your next class. If an item requires ordering please allow 7-10 days for delivery. (up to 12 weeks for logo items)
- Jewellery is not permitted to be worn during lessons and should be removed before classes commence. Small stud earrings are acceptable.
- All students should bring with them a bottle of water and if staying for multiple classes then a light snack should also be provided to keep energy levels up.
- Dance Education Centre are not liable for any loss or damage of personal items.
- No glass bottles or chewing gum are allowed in classes.
- In the event of illness during class, the student's parent/guardian (as stated on the registration form) will be contacted.
- In case of emergency the emergency services and parent/guardian will be contacted. Please advise us of any known allergies/illness's as well as any changes of contact details.
- Dance Education Centre will not tolerate any verbal or physical abuse to staff or students. We reserve the right to remove any student or parent for disruptive or inappropriate behaviour.
- All complaints/ concerns should be reported to Amanda Cassin, the Principal of Dance Education Centre.

- Dance Education Centre reserves the right to use any photographs taken during rehearsals and performances for use on their website and promotional material.
- Dance Education Centre operates a strict child protection policy. A copy of this is available via our website

### **DANCE EDUCATION CENTRE LIABILITIES**

- Dance Education Centre does not accept responsibility for loss, damage or injury arising from errors or omissions on the registration form whether completed by you or a person in charge of your child at the time of the enrolment. Dance Education Centre does not accept liability for death or personal injury to any child attending class, with the exception of such injury being caused by negligence or default of any member of our staff or any other default on our part.
- Dance Education Centre does not accept any responsibility for loss or damage to personal property.
- Dance Education Centre does not accept responsibility for any loss or expense due to circumstances beyond our control including - transport, fire, weather and other such actions.
- Dance Education Centre is only responsible for students while they are in their class. Children cannot be supervised whilst they are outside class.
- Dance Education Centre holds Public Liability Insurance.
- Anyone using the grounds before and after class are not covered under Dance Education Centres Public Liability Insurance.

### **RESPONSIBILITIES OF PARENT/GUARDIAN**

- These terms and conditions, the paying of an invoice and enrolment via our online portal constitute an agreement between you and us in connection to classes or any services superseding any prior agreement.
- It is the responsibility of the Parent/Guardian to notify Dance Education Centre of any illness or injury that may affect the pupil's participation in class.
- It is the responsibility of the Parent/Guardian to ensure that we have the correct contact details for you and your child, including telephone contact, email and address and that you keep us updated of any changes with regards to the student's health.
- It is the responsibility of the Parent/Guardian to regularly read the website notice board, online portal or notice board at each venue that your child attends in order to be fully aware of all upcoming events.
- In the event that we consider you to be in breach of these terms & conditions or your child is disruptive to other pupils, staff, teacher or venue staff, we reserve the right to exclude your child from any activity within Dance Education Centre.
- Please retain all payment receipts as proof of payment for classes. Where there is a dispute, if the Parent/Guardian cannot provide proof of payment, they must accept Dance Education Centre's records.
- Dance Education Centre hire premises from Third Parties, therefore all Dance Education Centre staff, Parents/Guardians and pupils must abide by the codes of conduct as set out by those Third Parties.
- Please be aware that you are not covered by the venue's insurance (or Dance Education Centre's insurance) if you choose to use the grounds before or after the class.
- Disturbance outside the hall during the class should be kept to a minimum.

- Parents/Guardians should make themselves aware of our Privacy and Child Protection Policies, these are available on our website and Parent Portal.
- Dance Education Centre is only responsible for students while they are in their class. It is the Parent/Guardians responsibility to supervise their own children in the waiting areas, car parks and toilet areas at all our venues. Dance Education Centre will endeavour to have assistants in all our classes up to Grade 2 to help supervise any children who need the toilet, however these assistants are not allowed to enter the toilet with a child, nor are Dance Education Centre responsible for the supervision of any children outside of class, including going to the toilet. Dance Education Centre recommends that if you are concerned about your child accessing the toilet during class then you should remain on site to supervise them personally.

## **PAYMENT**

- Invoices for timetabled classes are sent at the beginning of each term
- Payments can be made via bank transfer, we no longer accept cheques or cash.
- An annual Dance Education Centre Membership fee of £10 is added to invoices in the Autumn term.
- All payments received before the advertised date on the invoice will receive a 5% early payment discount which can be used against future classes or uniform.
- Any accounts with amounts outstanding at the beginning of the term will not qualify for any early payment discount
- All accounts must be settled by half term, this is a settlement period of between 35-42 days
- Accounts that are not settled by half term will incur a 5% surcharge.
- We reserve the right to suspend your child's classes and withhold examination and festival entries and results until any overdue payments have been received.
- Invoices for examinations and competition entries along with examination practise and private lesson invoices are distributed on an ad hoc basis.
- All examination and competition entry invoices must be settled within 14 days of the invoice date as entry fees will already have been paid by Dance Education Centre on the Parent/Guardian's behalf.
- Examination/competition invoices that are not settled after 14 days will be re-issued with a 5% surcharge added to them.
- All examination and competition entries must be paid in any event before the date of the examination or competition.
- Statements are available at any time on request
- Statements on unsettled accounts are sent via email

## **CREDIT NOTES**

- Credit notes are issued to cover cancelled classes, rehearsals or long-term absence through injury or illness. All credit notes are deducted from the following terms bill and one terms notice for cessation of classes is essential if you are to receive the credit. If no notice or late notice is received, then any credit will be lost.
- Fees are not waived in respect of family holidays, competition attendance, school trips, school exams or short-term sickness or injury.
- Instances of long-term sickness or injury will be addressed on an individual basis.

## **TERMINATION OF CLASSES**

- Once a student has joined a class, written notice to give up a class must be given at least 8 weeks before the commencement of the following term. Absence of notice or late notice for exceptional circumstances will be addressed on an individual basis.
- In the event of a pupil leaving Dance Education Centre with fees outstanding, Dance Education Centre reserves the right to pursue recovery of the debt by all legal means including court action.

## **CANCELLATION OF CLASSES**

- It is sometimes necessary to change the venue or time of a class for one week or to cancel it altogether. When this occurs, we will notify you via email, text, Dance Education Centre online portal, website or facebook.
- We reserve the right to cancel any classes at any time, up to and including the date the class starts. Should this occur, we will endeavour to give you as much notice as possible and a credit note will be issued.

## **MISCELLANEOUS**

- All teachers are qualified, DBS checked and insured and are fully aware of all our policies
- Any changes to these terms and conditions will be announced via the Dance Education Centre online portal

Please sign below to confirm that you have read and accept the terms and conditions outlined above.

\_\_\_\_\_ Student Name

\_\_\_\_\_ Signature \*

\_\_\_\_\_ Name

\_\_\_\_\_ Date

\*An electronic signature is acceptable. Please type your name, save the amended document and return to [admin@danceeducationcentre.co.uk](mailto:admin@danceeducationcentre.co.uk)