

TERMS AND CONDITIONS OF ENROLMENT DURING THE CORONAVIRUS OUTBREAK

REGISTRATION and PAYMENT OF FEES

- 1) To register and reserve a place in a class, a £10 non-refundable fee is payable.
- 2) (a) Registration entitles the student to undertake a 3 week trial period in any subject of their choice. This consists of a 'free taster' session followed by a further 2 weeks of classes charged at the current rate per session per subject.
(b) After the trial period is completed, and if classes are to be continued, the remainder of the fees for the 1/2 term together with a refundable deposit of 3 week's fees will be due (up to a maximum of £70 if more than one subject is taken).
- 3) (a) The Autumn, Spring and Summer terms are divided into two 1/2 terms comprising 5 or 6 weeks each.
(b) Students can only start classes at the beginning of a 1/2 term. Payment of the £10 registration fee will place the student on a waiting list to start at the beginning of the next 1/2 term.
- 4) The deposit is refunded when leaving the school, provided 3 (teaching) weeks notice is given in writing (holiday periods do not apply).
- 5) Students who are permanently enrolled are automatically re-enrolled each 1/2 term unless formal written notice of withdrawal or change of class has been made.
- 6) (a) Fees are payable in full on or before the first lesson of each 1/2 term.
(b) Where a student takes classes at the beginning of a 1/2 term but chooses not to complete the full 1/2 term, fees for that 1/2 term are payable otherwise the deposit will not be refunded. Notice of withdrawal can be given any time up to the third week of a 1/2 term.
- 7) Discounts are given on the total fees paid each 1/2 term when 2 or more classes per week are taken. This applies to each child in a family.
- 8) Classes will be conducted either in the studio or on a weekly rotation of studio with live Zoom.
Recorded sessions will only be available to those students unable to attend studio classes because they are shielding or have health issues.
- 9) If Clandon School of Dance is unable to continue studio classes because of a Coronavirus lockdown, a reduced timetable will operate using Zoom. No refunds of fees will be given for a 1/2 term which has already started.
- 10) If a Coronavirus lockdown means Zoom classes need to be run on a regular 1/2 term basis, students will be given the option of participating or not. A reduced scale of fees for a 1/2 term will apply for Zoom-only classes.
- 11) (a) Fees should be paid by bank transfer where possible.
(b) In the case of financial difficulties, the school would be pleased to discuss alternative payment options.
- 10) Clandon School of Dance reserves the right to amend or alter fees and classes as and when necessary.
- 11) On any occasion when the venue or time of a class has to be changed, an alternative will be arranged. No refunds will be given. If classes have to be cancelled due to extreme weather conditions or any other unforeseeable circumstance such as teacher illness, refunds will not be made.
- 12) (a) If your child is currently attending another dance school, and intends continuing with that school, then they should be advised of your intention to take classes at Clandon School of Dance.
(b) Pupils from Clandon School of Dance should notify the Principal before taking part in classes elsewhere or in external dance performances.

MISCELLANEOUS FEES

Invoices for timetabled class fees are issued before the beginning of each new 1/2 term, either by email or sent by post. All other fees are invoiced on an *ad hoc* basis. These include examination entry and coaching fees, festival entry fees and rehearsals, LAMDA coaching, show production costs and uniform.

OVERDUE ACCOUNTS

- 1) Invoices which remain unpaid after 28 days (4 weeks) from the date of the invoice are subject to a 10% surcharge.
- 2) Thereafter, if an invoice remains outstanding we reserve the right to charge interest from 35 days (5th week) of the date of the invoice at 3% over the base rate of Metro Bank Plc (as varied from time to time).
- 3) Clandon School of Dance reserves the right to refuse a student a place in a class if their fees remain unpaid at the end of a 1/2 term.

ABSENCE

Refunds will not be given for the occasional class missed. In the case of prolonged injury or illness, refunds may be given at the discretion of the Principal.

OBSERVATION OF CLASSES

Whilst the Coronavirus outbreak continues, parents or guardians will not be permitted to watch classes. Parents of children aged under 5 may watch the 'taster' session but they will have to remain with their child and be socially distanced from any other adult present. We would also request parents wear a mask whilst in the studio.

PROGRESS REPORTS

Teachers are happy to discuss the progress of a student at any time and to advise on any aspect of a student's dance training or future career choices within the theatre industry. Please contact the Principal by email: clandondance.info@gmail.com in the first instance.

EXAMINATIONS

Students are entered for examinations at the teacher's discretion. We reserve the right to withdraw a candidate if the examination fee is not paid by the closing date or if a number of coaching lessons are missed.

UNIFORM

After the initial trial period Clandon School of Dance uniform is to be worn at all times. All items (except pointe shoes) are available through the school and can be obtained by using the order form which can be downloaded from the website.

Hair is to be neat and tidy and in a style appropriate for the subject being attended. Ballet students in Grade 1 and above should have their hair in a bun where possible.
No jewellery or watches should be worn.

MOBILE PHONES

Mobile phones and any other electronic devices belonging to the student must be turned off and kept out of sight if brought into the studio.

PROPERTY

Clandon School of Dance, and the venues being hired, will not be responsible for any loss or damage to personal belongings. Any property left behind will be disposed of.

HEALTH and SAFETY AND CHILD PROTECTION

Every effort will be made to ensure the safety and well-being of students while in our care during classes and performances. Copies of our Health and Safety Policy, Risk Assessment and Child Protection Policy are held by the teachers and are available to parents on request.

We cannot be held responsible for students once outside the studios. We would ask for your co-operation with the following:

- 1) Parents/guardians should drop off/pick up their children at the pre-arranged times.
- 2) Queues outside the venues should operate with social distancing.
- 3) Adults and children will NOT be able to wait inside the venues.
- 4) Parents should inform the teacher if another adult will be taking their child home. The teacher should also be informed if a pupil is making their own way to and from any of the venues.
- 5) Pupils under 12 are not to use the West Clandon recreation ground facilities unless there is adult supervision.

NHS TEST AND TRACE

We are required to keep records (name, contact number, date of attendance) for 21 days for the purposes of NHS Test and Trace during the coronavirus outbreak. The school securely holds a student's contact details and we have a daily attendance register.

Parents are asked to agree that their contact details can be given to the relevant authorities for the purposes of NHS Test and Trace should we be notified of an infection in their daughter/son's class.

If you **DO NOT** agree to us giving this information to NHS Test and Trace, please inform us in writing.

FIRST AID

A first aid kit is available at the hall and at any venue being used for classes, performances and examinations. Very occasionally a minor injury occurs which requires simple medical aid, such as the use of a plaster or application of a cool pack.

Parents are required to give their permission for the administration of immediate and/or necessary first aid treatment when completing the registration and consent forms.

If you **DO NOT** agree to your daughter/son receiving attention for a minor injury or if they have a condition or allergy which means you do not give your consent, please inform us in writing.

PHOTOGRAPHS/VIDEOS

From time to time photographs/videos may be taken during classes and/or in preparation for shows and other events, or for publicity purposes (such as on the school's website or social media channels). No names would be used. These may be taken by the teachers or by an appointed photographer/cameraman.

When completing the registration and consent forms, parents are asked to give their permission for photographs/videos to be taken on an occasional basis.

If you **DO NOT** wish your daughter/son to be photographed or filmed, please inform us in writing.



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TEACHERS

- 1) All staff are qualified, insured and have Enhanced Certificate of Disclosure & Barring Service (DBS).
- 2) Should a teacher give their personal phone number or email for any reason, it should thereafter ONLY be used to inform of absences or to leave messages.
- 3) Messages can be left 9am - 9pm, Monday - Saturday ONLY and teachers will respond as soon as they are able.

PARENT'S/GUARDIAN'S OBLIGATIONS

- 1) A student's attendance at class is deemed to be acceptance of the current Terms and Conditions of Enrolment.
- 2) The school is to be notified **IMMEDIATELY** if a student, any member of the student's family or anyone in their school form is being tested for Covid-19.
- 3) The school is to be notified of any illness or injury which may affect a student's participation in class.
- 4) The school is to be notified of any new medical conditions or any change to personal circumstances which may affect attendance or the student's participation in class.
- 5) The school is to be notified of any changes to the contact details for the student or parents/guardian.
- 6) It is the parent's/guardian's responsibility to read any communication sent by email or post in order to be fully aware of all upcoming events, changes to class times, etc.
- 7) Where Clandon School of Dance hires venues from Third Parties, parents, guardians and students must abide by the codes of conduct of those Third Parties.

STUDENT'S OBLIGATIONS

- 1) Students are expected to attend all of their scheduled classes every week during term time. The school should be informed should a student be absent for any reason whatsoever.
- 2) Students are expected to behave in a polite and respectful manner to teachers and other students.
- 3) Students should make every effort to be punctual to all classes, dressed and ready to start their lesson on time.
- 4) Students are required to attend pre-arranged coaching sessions for exams and rehearsals for Performers or shows. Failure to do so may result in withdrawal from an exam, Performers group or show number, as applicable.

REMOVAL OF STUDENT FROM THE SCHOOL

The school reserves the right to ask for a student to be removed from the school for any of the following reasons:

- 1) Should they not respond to training.
- 2) For poor attendance.
- 3) Should they behave in a way that disrupts the learning and enjoyment of others.
- 4) For any breach of the Terms and Conditions of Enrolment.

ENQUIRIES AND/OR COMPLAINTS PROCEDURE

- 1) All enquiries or complaints should be addressed in the first instance to the Principal through the school's email: clandondance.info@gmail.com or by phone on 01483-282506.
- 2) Queries on a student's progress or any other similar matter will be dealt with by email or phone.
- 3) The basis of any complaint will be considered in conjunction with a discussion with the appropriate teacher.
 - (a) Resolution of the complaint will be made after a phone call to the parent in order to clarify both parties' views and a follow-up letter will be sent to confirm any decisions made.
 - (b) If the result of the discussion is that the student will no longer take classes at Clandon School of Dance, then the deposit will not be refunded.



ClandonTM
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