

Terms and Conditions- Please read carefully

Payment Policy

1. Class days, times, venues and prices are subject to change at any time with or without prior notice, dependent upon the demands of the business.
2. In the event of illness, bad weather or any other unavoidable events, classes may be cancelled at short notice. Notices will be sent out via text and email to all those listed on our system at the first opportunity . Please inform us if your contact details change. Notices will also be put on our facebook page.
3. If classes are cancelled for any reason we will offer a replacement class instead and no refund will be given. This class could be at a different day and/or time. During a pandemic this class may also be in a hall setting or online via Zoom or a recorded class. Refunds will only be given if the class cannot be rescheduled for another time.
4. Refunds are not provided for students' sickness, injury, school trips, holidays etc. In the case of long term sickness or injury please contact us to discuss as soon as possible. Refunds will not be given if someone contracts COVID-19.
5. When enrolling into the dance school, a completed Registration Form must be emailed before your first class.
6. Lessons must be paid for ½ termly by the invoice due date which is before the term starts. There is a 2 week period from the day the invoice is sent out to when it must be paid. A £5 late fee will be added onto your invoice which must be paid if invoices are not paid by the due date. If the class has a waiting list and your invoice is not paid on time, the space will be given to someone else on the waiting list.
7. Tuition fees cover classes only, additional charges are made for dancewear, exams, performances etc. These extras (with the exception of uniform) are optional and full details of costs will be provided in advance.
8. During the COVID-19 outbreak we will only be taking payments by bank transfer, the details of which are on your half termly invoice.
At normal times where there is no pandemic you may pay by cash or bank transfer. Change cannot be given in between classes due to time restraints. Instead we will use this as credit towards your next lessons, so it will be deducted from your next invoice. It is best where possible to pay with the correct amount.
9. If you wish to terminate lessons **half a term's written notice** is required or you will be charged half a term's fees.

Discounts

For families attending 3 or more classes a week, a 10% discount is given. This excludes adult classes.

For families attending 7 or more classes a week, a 13% discount is given. This excludes adult classes.

The below information may change slightly during a pandemic such as COVID-19. For more specific COVID-19 terms and conditions please see separate document.

Legal and emergencies

1. Dance Dedication teachers will act 'in loco parentis' if parent/carers are not contactable.
2. In the event of an evacuation of the building, students in the studio at the time of the alarm will be immediately escorted out of the building via the nearest fire exit by the teacher and will assemble outside. Any parents/guardians etc in the building should also evacuate as quickly as possible. Everybody present in the building should make themselves familiar with the nearest fire exits.
3. First aid will be administered by a teacher or chaperone if required in an emergency. If necessary, a parent/guardian (and in extreme circumstances an ambulance) will be contacted in the event of injury or illness.
4. Dance involves inherent risks and hazards, as many physical activities do. In attending our classes you accept all such risks, dangers, hazards and the possibility of personal injury, property damage, or resulting loss. You release Dance Dedication and it's staff of any and all liability.
5. It is important to understand that dancing is a physical art. In order to help and facilitate the student's learning, teachers will sometimes physically guide a movement by touch, as well as assist in stretching or physically supporting a pupil. This is in order to correct faults in technique and prevent injury, for example, moving an arm or a leg into the correct position, or holding a foot in the right place etc. This will be in a professional manner.

Guidance and Policy for Unsupervised Children

1. The NSPCC recommends that all children under 13 years must be supervised by their parent, carer or guardian. This is due to concerns that they may not be mature enough to deal with an emergency or certain situations. It is a parent's decision as to what age they allow their child to attend dance venues unsupervised.

2. It is a parent's responsibility to teach their child how to respond to emergencies or situations that may arise outside the house, so they feel confident when their child is not under their supervision.
3. Dance Dedication teachers are only responsible for students while they are in the studio during their own class times.
4. Dance Dedication teachers are aware that some students have breaks in between classes, they sometimes get dropped off early and like to wait before their lessons start. We are happy for this to continue as long as you understand that the venue in which classes take place are also NOT responsible for your child during these times. We would certainly advise that younger students are not left by themselves during break times.
5. The dance school is not responsible for any items or valuables during lesson times.
6. At dance events like shows and performances Dance Dedication will ensure all children are supervised by the correct amount of chaperones backstage. These chaperones will have a DBS check and will be clear of our safeguarding policy and of the dance school's policy regarding supervising children. Many will also be first aid trained.
7. At other dance events like exams and competitions children under the age of 13 years old should be supervised by an adult over the age of 18 years+.
8. In the unlikely event that a student wishes to walk out of their class, the teacher will usually take all reasonable measures to persuade him/her otherwise. However, it is illegal for anybody to forcibly detain a child against his/her will. Parents retain parental responsibility for their children even when in class and they must take responsibility for their child's refusal to stay.
9. All parents/carers must come into the centre to collect their child if they are under 12yrs unless they have told the teacher before hand they are happy for their child to walk home by themselves. Young children will not be allowed to walk out into the car park by themselves, it is also not the responsibility of assistant teachers to walk students out to the car parks.
10. Where a child is not collected after their class and the building is being closed, a member of staff will wait with the child and try to contact the parent. If classes are still going on they may wait quietly in the studio until the parent arrives.
11. It is acceptable for parents to leave the premises whilst their children are in class and then return to collect them at the end. By agreeing to these conditions we assume the parent is satisfied with the class environment and is happy to do so.
12. If younger children need the toilet during the class they will be escorted there and back by a class helper who is usually one of our senior students, not a teacher. Older children are allowed to go by themselves. If you require a different arrangement please contact me otherwise we will assume this is acceptable.

Miscellaneous

1. All personal details are treated as confidential and only shared within the school or appropriate persons e.g. staff and examining societies.
2. At times when the teacher is in need of a toilet break students may be left for a few minutes unsupervised although a parent or other helper (e.g. senior student) will be asked to sit in briefly for classes of younger students.
3. Photographs and video clips of the students are occasionally taken in class for publicity purposes, e.g. website, social media etc. If any parents/guardians would prefer their child not to be included in these, they should inform the Principal directly otherwise we will assume this is permissible
4. If your child has poor attendance or is regularly late to classes they may not be entered for exams or performances.
5. If you wish to see copies of the any of the teachers DBS checks please ask. Other qualifications can be provided when asked. All teachers hold public liability insurance and are first aid trained.

Illness

1. Any student with an injury should inform the teacher before the class begins so that no potentially harmful exercises are undertaken.
2. If a child student has any part of their body in plaster they must wait until it is removed before returning to any physical activity unless the parent confirms in writing that the Doctor has advised it is safe to take part in classes (in this case a sling must be worn if the fingers or arm are broken, for other students' safety). Pupils are however very welcome to attend classes and sit and watch so that they don't fall behind. Dance Dedication should be contacted to advise of the injury at the first available opportunity.
3. Any unwell students that are contagious must not attend classes until after the incubation period. Students that are not well enough to dance (or are injured) but are well enough to attend are encouraged to do so in order that they may 'mark' or watch exercises to help ensure they don't fall behind. This is especially important in the run up to

shows or exams.

4. If a child becomes too ill to dance during a lesson the teacher will phone their parent/guardian and they will need to be collected from class.

Code of Conduct

Dancewear and appearance

1. For the first few lessons, casual clothes that allow freedom of movement are acceptable. Students are expected to purchase the full, correct uniform within 4 weeks, which they should then wear for all classes.
2. It is recommended that students purchase uniform from Dance Dedication to ensure the correct items, sizes and shades are purchased, this is compulsory for some items. No other brands or logos should be worn. Our prices are very reasonable and always below the RRP. If we do not have an item in stock it can be ordered in, it should be paid for when ordering but it can be exchanged if it doesn't fit.
3. When purchasing dancewear from Dance Dedication, parents/guardians should ensure they fit the student correctly before they wear the items for class or take them away. Returns/exchanges can only be made where an item is completely unworn, undamaged and in its original undamaged packaging.
4. Please ensure your child's hair is neatly groomed and tied back for **all** classes. From Primary Ballet upwards, children should be wearing a classical ballet bun with bun pins and a hair net to make the bun secure.
5. Children may not wear jewellery or watches in class. One pair of small earring studs are acceptable for classes but not for exams or performances. Any other visible jewellery should be removed or covered with a plaster/surgical tape to ensure safety.

Class Etiquette

1. Arrive on time- If your child is more than ten minutes late then they may not be allowed to participate in the class as we will have warmed up by this point and it is not safe for your child to join a class without warming up.
2. Wear the appropriate footwear and dancewear for each class- this must be the schools set uniform. Please ask Christina if you are unsure or look on the website
3. Act in a polite and well mannered fashion towards teachers, staff and students
4. No food in the studio
5. Only capped water bottles allowed in the studio
6. Ask if need permission to leave during a lesson
7. No bad language to be used
8. No smoking or drinking of alcohol
9. Go to the toilet before class starts to avoid disruption to the class

Unacceptable behaviour

1. Dance Dedication states that any unacceptable behaviour will not be tolerated, either within the dance studio/hall or at any event/performance where Dance Dedication is being represented. Unacceptable behaviour may result in the pupil's exclusion from the school.
2. Unacceptable behaviour will not be tolerated off parents/carers or other family members and could result in parent/carers or family members been banned from events/performances.
3. Unacceptable behaviour includes - swearing, spitting, fighting and derogatory comments towards others.
4. Most importantly whilst at examinations/performances/events you are all ambassadors and representatives of Dance Dedication and we expect you to behave in a manner showing this.
5. You are encouraged to fully support your school and the dancers within it. Should any issues arise that are a cause for concern, please let Christina know and we will deal with the situation appropriately.
5. All people using the waiting areas need to show respect to all other members of the school. Please ensure that your conversations are child friendly and no student should overhear bad language or swearing. Please note that waiting areas are for students and their parents/carers only please do not bring friends/boyfriends/girlfriends to wait for you during classes.

Attending other dance schools

We are happy for students to participate in other dance or performing art opportunities outside of the dance school. However, we would strongly advise students do not take lessons in the core subjects at other dance schools as this causes confusion for the child as the techniques used may conflict. The core subjects are Ballet, Tap and Modern. We also need to be made aware if your child is attending another dance school as it affects the pin number we give them for examinations. If your child's commitments to another dance establishment starts to conflict with the ethos of Dance Dedication your child will be asked to consider giving up lessons at one of the establishments.

DATA PROTECTION POLICY

This Data Protection policy exists in accordance with EU General Data Protection Regulation (GDPR regulation). It is in force so that all parents/guardians of the students at Dance Dedication are fully aware of how their information is handled, stored and used. Principal Christina Hadjisavvas is the designated Data Protection Officer for Dance Dedication. All questions/concerns regarding this policy should be put in writing to Christina Hadjisavvas.

What information do I need, and why do I need it?

1. For the safety of all students who attend Dance Dedication, I am required to obtain certain types of information from all caregivers in relation to their child. All information obtained is for the protection of students in my care during lessons and also for the relevant communication of important information to parents and guardians.

2. Information which I may seek from you includes, but in some circumstances may not be limited to their name, date of birth, parents contact information, alternative contact information and medical information. This information is required so that I am able to:

- Know the age of my students so that they can be placed in the most suitable classes.
- Submit information to 3rd parties (please see below) for participation in examinations and shows.
- Contact parents regarding updates about classes and events at Dance Dedication.

- Contact parents in the event of a class cancellation.
- Contact parents in the event of their child being unwell or injured whilst taking part in a class.

How do I store your information?

3. All information obtained is stored securely in electronic formats. Please see below for more detail regarding how we store the information you provide us with:

- Our online registration form gathers information from caregivers regarding our students. The information that is submitted is then stored on an encrypted website. All information can only be obtained by accessing a password protected account. Principal Christina Hadjisavvas is the only person who has access to this account.

- The information is then inputted into a spreadsheet which is password protected. Principal Christina Hadjisavvas is the only person with access to this spreadsheet.

- Names, email addresses and contact numbers are then stored in a business management software which is encrypted. Principal Christina Hadjisavvas is the only person who has access to this account.

- All files and sites mentioned above are accessed from devices which are encrypted.

4. The information obtained will only be used when necessary, whether this is communicating school information with parents, or in the case of an emergency.

Who has access to the information?

5. On a day to day basis, the information stored regarding students is accessible by Principal Christina Hadjisavvas only. On occasion, it may be necessary for me to disclose student information to a 3rd party. Please see below for more information:

- In case of emergency and you need to be contacted during your child's class, the teacher of that class will have access to your phone number.

- The Dance Studio holds regular shows. It is necessary for me to obtain licenses and license exemptions from local councils for these shows to go ahead in order to comply with Child Work Enforcement regulations. I therefore am required to provide your council with your child's name, date of birth, home address and the school that they attend.

- If your child enters into an ISTD examination with us, I am required to provide the relevant examining body with your child's name and date of birth.

Your rights

6. Every parent/guardian has the right to know what information I store regarding their child. All information access requests should be sent in writing to Principal Christina Hadjisavvas.

7. Every parent/guardian has the right to withdraw their permission for me to hold information regarding their child at any time. Upon notification of this, all data will be erased immediately.

Destroying data

8. Data regarding your child is kept on record for the entirety of their attendance at Dance Dedication classes. Information will be kept on record for one year following your child leaving Dance Dedication. All information will then be erased. Information is kept on record for one year after the student lapses so that we can use this information again should the child return to classes.

NB. Acceptance of these terms Your payment, and your child's attendance of the classes, act as your acceptance of the terms and conditions stated above. It is your responsibility to regularly check the terms and conditions on our website, as they may alter from time to time.