

DANCECODE LTD
TERMS & CONDITIONS

1) Payment Policy

We request payment in advance on a termly basis. No refunds are given for days when the student is not in attendance.

Payment plans are available upon request. These payments must be made before the end of the term. In exceptional circumstances an agreement may be reached to pay in arrears; however, you will still be committing to pay for the full amount.

A 15% family discount is offered when two or more members of the family dance with Dancecode.

A 10% discount is offered to a dancer who attends multiple classes with Dancecode.

Late Payment: Should fees not be settled by the end of the term, the student will be asked to cease to attend.

Private lessons: A 48hr cancellation notice in writing via email to Dancecode must be given for private classes. Otherwise, fees will remain payable. Should you give 48hrs notice, Dancecode will reschedule the private lesson.

Workshops: Places are only secured once full payment has been made. No refunds apply to all workshops unless it's cancelled by Dancecode due to a fault on the company's behalf.

Competition Tickets, Theatre Trips and other events: Places are only secured once full payment has been made. Tickets are non-refundable. Should another student be able to take the place a transfer may be accepted to Dancecode's discretion.

Cancellation of Classes: If classes are cancelled due to the fault of the company the time will be made up, or fees will be deducted from the following term's fees. This will be done at the discretion of Dancecode. We will not be financially liable for classes or dates cancelled due to events beyond our reasonable control. We retain the right to change the advertised program of classes in the event of illness or other circumstances beyond our control such as bad weather.

Dancecode reserves the right to change fees without prior notice. However, we will endeavor to inform parents and carers of any changes as soon as possible.

2) Cancellation of Monthly Notice Policy

Notice of four weeks must be given in writing if a student wishes to cease attending lessons. Fees will still be due even if the student is unable to attend class until the completion of the notice period. Fees will not be refunded if a student decides to leave during the course. Should a student leave for medical purposes (a Doctor's letter will be required in these circumstances) membership may be paused.

3) Attendance Policy

It is a fundamental necessity for the teacher/choreographer to have the time to work with the

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students; therefore all pupils are expected to meet a 80% minimum attendance. Parents are asked to contact us when their child is absent giving an indication of the reason.

Exam training: Students working towards examinations will be entered into the exam at the teacher's discretion. Should the class be attended once a week, an average of two academic years will be necessary to take an exam. Only once the required standard is attained will students be put forward for examinations. Should their attendance fall below the minimum, we reserve the right to postpone the examination date. Any cost we incur on will be invoiced to the parent/carer.

Choreography for Performances: When working towards group choreography for competitions or performances, should attendance drop below 80% we reserve the right to alter students' positions and if deemed necessary, he/she will be removed from a section or the whole piece.

4) Lateness Policy

Students are expected to arrive on time. Dance is a physical activity that requires the body to be warmed up in order to execute movement safely. Late students miss the proper warm-up and therefore may sustain an injury. Students who arrive more than 10 minutes late may be asked to observe the class for reasons of health and safety.

5) Dress Code & Lost Property Policy

Students must present themselves in a tidy manner at all times.

Lessons: Correct uniforms must always be worn. Students that are not dressed appropriately will not be allowed to take a class. If you have any questions regarding the dress code for a particular lesson, please ask the teacher or email.

Dancecode do not accept responsibility for items lost or stolen, although anything we do find will be placed in lost property.

6) Behavior Policy

During sessions, students are expected to behave in a polite manner. They are expected to listen and we discourage unnecessary talking. If a student is causing disruption to others' learning they may be asked to leave the lesson.

Any unacceptable behavior from students and/or parents/carers will not be tolerated. Unacceptable behavior by pupils may result in exclusion from current and/or further activities. Parents or family members may be banned from premises, events and/or performances.

7) Anti-Bullying Policy

Dancecode recognise that every child has the right to enjoy a life free from bullying; therefore we will always take all allegations of bullying seriously and are committed to deal with it effectively when it does happen. We will always endeavor to work with students and parents to prevent it from happening.

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8) Health and Safety

Dancecode take their responsibility seriously to ensure the health and safety of all participants, teachers, and volunteers; and takes appropriate measures to make sure the environment is safe for all.

The School will undertake regular risk assessments regarding premises hired and any concerns will be raised with the providers.

Dance is as an active engagement as any sport, and whilst every effort is made to avoid them, injuries can happen. The school accepts no responsibility for injuries sustained via any means other than a teacher's negligence.

9) Appropriate Physical Contact Policy

Teaching dance is a physical activity and appropriate physical contact between students and teachers in class is essential to training. Dancecode recognize that such physical contact is a potentially complex area, and the company also fully recognises its responsibilities for safeguarding students and teachers and for protecting their welfare.

The following principles and procedures are in place to fulfill the company's obligations:

- a. Contact by the teacher is made with a particular awareness of the needs of each individual to assist the dancer in correcting placement.
- b. All teachers will treat any physical contact with due sensitivity and care, and with due regard for the wishes of the student.
- c. Contact will not involve force or the use of any instrument.
- d. Teachers will be mindful of location and avoid situations where they are isolated from the student; a one to one class should be held in studios and dance areas with windows or with the parent/carer present.
- e. Students and parents are encouraged to discuss any worries with any member of staff or an independent listener.
- f. Both students and teachers should feel free to report any concerns to the designated safeguarding lead, Jennifer Hashemi.

10) Media Use Rights Permission

We ask parents/guardians to grant permission for Dancecode to take photographs and videos of the students. No personal information is ever used or linked to the photographs.

We ask for full rights to use the images resulting from the photography/video filming, and any reproductions or adaptations of the images for fundraising, publicity or other purposes to help achieve the group's aims. This might include (but is not limited to), the right to use them in their

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printed and online publicity, social media, press releases and funding applications.

11) Safeguarding

Our prime responsibility is the welfare and well being of all children in our care. As such we believe that we have a duty to the children, parents/main carers and staff to act quickly and responsibly in any instance that may come to our attention.

All staff and volunteers employed directly by Dancecode will be DBS Checked before the commencement of their employment, first aid trained and covered under Dancecode Ltd. PLI. Should a visitor not have full DBS clearance they will not be left alone with minors.

You can find our full Child Protection Policy Statement on our website. It sets out the procedures that will be taken if we have reason to believe a child in our care is subject to emotional, physical or sexual abuse or neglect.

Dancecode will not disclose your contact information to third parties except where the law allows or requires, or where you have given permission to do so. We may from time to time contact you individually about other carefully selected Dancecode services which we think may be of interest to you.

Dancecode reserves the right to change these terms and conditions at any time for the benefit of the business, staff or participants.