

Dancecode Terms & Conditions

Effective from: September 2026

These Terms & Conditions apply to all students attending classes, workshops, private lessons, competitions, performances, trips and other activities organised by Dancecode Ltd ("Dancecode", "we", "us" or "our").

By registering a student with Dancecode, the parent or legal guardian ("parent/carer", "you" or "your") confirms that they have read, understood and agreed to these Terms & Conditions.

1. Registration and Enrolment

All students must be registered with Dancecode before attending classes.

A place in a class is subject to availability and is only confirmed once the required registration and payment arrangements have been completed.

Registration with Dancecode creates an ongoing booking for the class(es) selected unless and until the required notice of cancellation is given in accordance with Section 3 of these Terms & Conditions.

Parents/carers are responsible for ensuring that all information provided to Dancecode is accurate and kept up to date, including emergency contact details, medical information, additional needs and any other information relevant to the student's safety and wellbeing.

Dancecode reserves the right to decline or withdraw a place where this is reasonably necessary for the safety or welfare of the student, other students or staff, or where a student's or parent's/carer's conduct is incompatible with these Terms & Conditions.

2. Payment Policy

Dancecode's classes are payable in advance. Fees are normally invoiced and payable on a termly basis unless an alternative payment arrangement has been agreed in writing.

Attendance at a class does not depend upon a separate payment being made on each individual week. Once a student is enrolled in a class, the parent/carer is responsible for the fees due for that booking in accordance with these Terms & Conditions.

Payment must be made by the due date shown on the invoice or within the payment schedule agreed with Dancecode.

Non-attendance does not remove the obligation to pay the fees due. No refund or credit will normally be given for classes missed by the student, except where Dancecode agrees otherwise or where a refund is required by law.

Payment plans may be available by prior agreement. Any agreed payment plan must be adhered to and does not reduce the total amount due unless expressly agreed in writing by Dancecode.

Overdue Payments

Dancecode expects all fees to be paid by the stated due date.

Where an account becomes overdue, Dancecode may contact the parent/carer by email, telephone, through Class Manager or by other reasonable means to request payment.

If an account remains overdue, Dancecode reserves the right, following reasonable notice, to suspend the student's attendance at future classes and/or activities until the account has been brought up to date or an alternative payment arrangement has been agreed.

Suspension of attendance does not automatically cancel or extinguish any fees that have already become due.

Where reasonable attempts to recover an outstanding balance have been unsuccessful, Dancecode reserves the right to refer the debt to a third-party debt recovery provider and/or pursue recovery through the appropriate legal process, including court proceedings where appropriate.

Dancecode may seek to recover reasonable costs associated with recovering an outstanding debt where such costs are legally recoverable.

Nothing in this section prevents a parent/carer from contacting Dancecode to discuss genuine financial difficulties. Where appropriate, Dancecode may agree a reasonable payment arrangement.

Discounts

A 10% sibling discount is offered when two or more siblings attend Dancecode, applying from the second student onwards.

A 10% multiple-class discount is offered to a student attending more than one regular class, applying from the second class onwards.

A 10% discount may be offered for full-term payments made upfront where stated by Dancecode at the time of booking.

Unless specifically stated otherwise, discounts are not automatically transferable and Dancecode reserves the right to determine which discounts or promotions may be combined.

Private Lessons

A minimum of 48 hours' notice must be given in writing by email to Dancecode to cancel or rearrange a private lesson.

Where at least 48 hours' notice is given, Dancecode will endeavour to rearrange the lesson subject to availability.

Where less than 48 hours' notice is given, or the student does not attend, the lesson remains payable unless Dancecode agrees otherwise.

Workshops

A place on a workshop is only secured once the required payment has been received.

Workshop bookings are non-refundable except where Dancecode cancels the workshop, or where Dancecode is otherwise legally required to provide a refund.

Competitions, Theatre Trips and Other Events

Places for competitions, theatre trips and other events are only secured once the required payment has been received.

Tickets and event places are generally non-refundable once purchased because Dancecode may have incurred non-refundable costs on behalf of the student.

Where another student is able to take the place, Dancecode may, at its discretion, allow the booking to be transferred.

Any refund or transfer will remain subject to the terms imposed by the relevant venue, organiser, competition or ticket provider.

Cancellation of Classes by Dancecode

If Dancecode cancels a class due to circumstances within Dancecode's reasonable control, Dancecode will endeavour to provide a replacement class or other appropriate arrangement.

Where a replacement class cannot reasonably be provided, Dancecode may, at its discretion, provide an appropriate credit or deduction from a future payment.

Dancecode will not be financially liable for cancellations, interruptions or changes caused by circumstances beyond its reasonable control, including but not limited to severe weather, venue closure, illness, emergencies, utility failure or other circumstances which make it unsafe or impractical to operate the class.

Dancecode reserves the right to make reasonable changes to the advertised timetable, teachers, venues or programme where necessary.

Any changes to fees for a new term or future booking will be communicated with reasonable advance notice. Dancecode will not retrospectively alter an agreed fee for a service already booked.

3. Cancellation of Regular Classes

Parents/carers wishing to cancel a student's regular class must provide at least **four weeks' written notice** to Dancecode.

Notice must be submitted through the method specified by Dancecode, or by email where no other method has been specified.

Fees remain payable throughout the four-week notice period, whether or not the student attends the classes during that period.

Simply ceasing attendance, failing to attend, or informing a teacher verbally does not constitute formal cancellation.

Where a student leaves during a term, fees already due or falling due during the applicable notice period remain payable.

Where a student is required to stop dancing for medical reasons, Dancecode may, at its discretion, agree to pause the student's membership or booking. Evidence, such as a doctor's letter or other appropriate medical evidence, may be requested.

Nothing in this section affects any statutory cancellation rights that may apply.

4. Attendance Policy

Regular attendance is important for students to progress and is particularly important when working towards examinations, competitions and performances.

Dancecode expects students to maintain a minimum attendance level of approximately 80% where reasonably possible.

Parents/carers should notify Dancecode of absences and, where appropriate, provide a reason for the absence.

Examinations

Students working towards examinations will be entered at the teacher's discretion and only when the teacher considers that the student has reached the required standard.

Students attending once per week may require approximately two academic years of training before being ready for an examination, although this will vary according to the individual student.

Where attendance is insufficient for a student to be adequately prepared, Dancecode reserves the right to postpone or withdraw the student from an examination.

Any examination fees or other costs already incurred on behalf of the student may remain payable.

Performances and Competitions

When students are working towards group choreography for performances or competitions, attendance is particularly important.

Where attendance falls significantly below the expected level, Dancecode reserves the right to alter the student's position within the choreography, remove the student from part of a piece, or, where necessary, remove the student from the whole piece.

This decision will be made by Dancecode's teaching team with consideration for the needs of the student and the wider group.

5. Lateness

Students are expected to arrive on time.

Dance is a physical activity and students must have sufficient opportunity to participate in an appropriate warm-up before undertaking more strenuous movement.

Students arriving more than 10 minutes late may be asked to observe the class rather than participate, where the teacher considers this necessary for health and safety.

6. Dress Code and Lost Property

Students must attend classes in appropriate Dancecode uniform or clothing suitable for the class.

Where a specific uniform is required, students are expected to wear the correct uniform unless an alternative has been agreed with Dancecode.

Students who are not dressed appropriately may be asked to observe rather than participate where the teacher considers the clothing unsuitable or unsafe.

Parents/carers should ensure that valuable or unnecessary personal belongings are not brought to class.

Dancecode does not accept responsibility for lost, damaged or stolen personal belongings, although items found at Dancecode classes will be placed in lost property where possible.

7. Behaviour and Conduct

Students are expected to behave respectfully towards teachers, staff and other students.

Students are expected to listen to instructions and behave in a manner that allows others to learn safely and effectively.

Where a student's behaviour is disruptive, unsafe or inappropriate, the teacher may ask the student to leave the class or take other appropriate action.

Dancecode does not tolerate bullying, discrimination, harassment, threatening behaviour, abusive behaviour or aggressive behaviour.

Unacceptable behaviour by a student may result in the student being excluded from a class, activity, event or, in serious or repeated cases, Dancecode activities generally.

Unacceptable behaviour by a parent, carer or other family member may result in the individual being asked to leave or being prohibited from attending Dancecode premises, events or performances.

Any decision to exclude or restrict participation will be made with regard to the circumstances and the welfare and safety of those involved.

8. Anti-Bullying, Equality and Inclusion

Dancecode believes that every child has the right to participate in a safe and inclusive environment free from bullying and discrimination.

All concerns or allegations of bullying will be taken seriously and dealt with appropriately.

Dancecode is committed to protecting all children regardless of age, disability, gender, race, religion or sexual orientation and recognises that some children may be particularly vulnerable to harm or discrimination.

Our safeguarding arrangements are designed to be accessible to children with learning disabilities or communication difficulties.

Further information is contained within the **Dancecode Child Protection and Safeguarding Policy**.

9. Health and Safety

Dancecode takes the health and safety of students, staff and volunteers seriously and takes reasonable steps to provide a safe environment for all participants.

Dancecode undertakes appropriate risk assessments of venues and activities and will raise concerns with venue providers where necessary.

Students and parents/carers must follow reasonable health and safety instructions given by Dancecode staff.

Dance is a physical activity and, despite appropriate precautions and instruction, injuries can occur.

Dancecode will take reasonable steps to reduce the risk of injury but cannot accept responsibility for injury caused by circumstances outside its reasonable control or where Dancecode has not been negligent.

Nothing in these Terms & Conditions excludes or limits liability where the law does not permit Dancecode to do so.

10. Medical Information, First Aid and Accidents

Parents/carers must provide Dancecode with accurate and up-to-date information regarding any medical condition, allergy, injury, additional need or other circumstance that may affect the student's ability to participate safely.

Parents/carers must ensure that Dancecode has current emergency contact information.

Where a student is injured or becomes unwell during a Dancecode activity, Dancecode staff will take appropriate action in accordance with its health and safety and safeguarding procedures.

Basic first aid may be administered where appropriate.

In an emergency, Dancecode may contact the emergency services and act in the best interests of the child where immediate action is required.

Accidents and injuries will be recorded in accordance with Dancecode's safeguarding and accident procedures. Parents/carers may be asked to acknowledge an accident record at collection.

11. Safeguarding and Child Protection

The welfare of every child and young person involved with Dancecode is paramount.

Dancecode is committed to safeguarding and promoting the welfare of all children under the age of 18 and takes reasonable steps to protect children from harm, abuse and exploitation.

Dancecode has a Designated Safeguarding Lead (DSL), Jennifer Hashemi, and Deputy Designated Safeguarding Lead (DDSL), Lauren Carpenter.

Staff employed directly by Dancecode are subject to the safeguarding checks and requirements set out in the Dancecode Child Protection and Safeguarding Policy. This includes DBS checks, appropriate first aid arrangements, insurance and familiarity with the safeguarding policy. Visitors without full DBS clearance will not be left alone with minors.

All staff and volunteers have a responsibility to report safeguarding concerns to the DSL or DDSL, and Dancecode will follow its safeguarding procedures when concerns or allegations are raised.

Dancecode's full **Child Protection and Safeguarding Policy** is available to parents/carers and forms an important part of Dancecode's safeguarding arrangements.

12. Appropriate Physical Contact

Dance teaching is a physical activity and appropriate physical contact may be required to assist with teaching, correction of placement, movement or technique.

Dancecode's approach to physical contact is guided by the following principles:

- physical contact should be appropriate, necessary and proportionate;
- teachers should seek the dancer's consent;
- contact will be carried out with sensitivity and respect for the student's wishes;
- contact will never involve force or the use of an instrument;
- teachers will avoid inappropriate physical contact or contact with inappropriate areas of the body; and
- teachers will avoid unnecessary isolated situations with students.

One-to-one classes will be held in visible areas, such as studios with windows, or with a parent/carer present wherever appropriate.

These arrangements are set out more fully in the Dancecode Child Protection and Safeguarding Policy.

Students and parents/carers are encouraged to raise any concerns with a member of staff or the DSL/DDSL.

13. Collection, Supervision and Independent Travel

Parents/carers are responsible for ensuring that Dancecode has clear instructions regarding who is authorised to collect a child where the child is not permitted to leave independently.

Parents/carers must collect children promptly at the end of their class unless an alternative arrangement has been agreed with Dancecode.

Dancecode must be informed of any changes to collection arrangements.

Where a parent/carer has given permission for an older student to leave a Dancecode class independently, Dancecode may rely on that instruction unless there is a safeguarding reason why it should not do so.

Dancecode staff will not routinely transport students in personal vehicles. Any transportation arranged in exceptional circumstances must comply with Dancecode's safeguarding procedures and appropriate parental consent requirements.

14. Photography, Video and Media Consent

Dancecode may photograph or record students during classes, rehearsals, performances or other Dancecode activities where appropriate consent has been provided.

Parents/carers will be asked to provide their consent for the use of photographs and videos.

Dancecode will use images for purposes connected with the promotion and marketing of Dancecode, including its website, social media, printed publicity, promotional material and other appropriate Dancecode communications.

Dancecode staff must check the relevant photo/video consent before taking images for Dancecode purposes.

Dancecode will take reasonable steps to protect children's privacy and will not knowingly publish a child's personal information alongside an image without appropriate justification or consent.

Further information regarding photography, video and confidentiality is contained within Dancecode's Child Protection and Safeguarding Policy.

15. Data Protection and Privacy

Dancecode collects and processes personal information necessary to provide its services and to safeguard students. This may include information such as the student's date of birth, parent/carer contact details, emergency contacts, medical information and information relating to special or educational needs where relevant to the student's participation and safety.

Personal information will be handled in accordance with applicable data protection legislation and Dancecode's Privacy Policy.

Dancecode will not disclose personal information to third parties except where necessary to provide our services, where the law permits or requires disclosure, where necessary to protect a child or another person, or where appropriate consent has been provided.

Dancecode may use trusted third-party service providers, including Class Manager and payment providers, to securely process and manage personal information on Dancecode's behalf. This may include information required for student registration, class administration, attendance, communication, invoicing, payments, safeguarding and other services provided by Dancecode. Dancecode will take reasonable steps to ensure that personal data processed by third-party providers is handled appropriately and in accordance with applicable data protection requirements.

Further information about how Dancecode collects, uses, stores and protects personal information can be found in our Privacy Policy.

Parents/carers should refer to the Dancecode Privacy Policy for full information regarding the collection, use, storage and retention of personal data.

16. Communication

Dancecode will communicate with parents/carers using the contact information provided during registration.

Parents/carers are responsible for ensuring that their contact details and email address remain accurate.

Important information relating to classes, payments, performances, events, cancellations, safeguarding and other Dancecode matters may be communicated through Class Manager, email or other communication channels used by Dancecode.

Parents/carers should regularly check communications from Dancecode.

17. Changes to Terms & Conditions

Dancecode may update these Terms & Conditions from time to time where reasonably necessary, including to reflect changes to Dancecode's services, procedures, safeguarding arrangements or legal requirements.

Where a change materially affects the rights or obligations of parents/carers, Dancecode will provide reasonable notice of the change.

The current version of the Terms & Conditions will be made available to parents/carers.

18. Complaints and Concerns

Dancecode encourages parents/carers to raise any concerns as soon as possible so that they can be addressed appropriately.

Concerns relating to safeguarding should be reported immediately to the DSL or DDSL and will be dealt with in accordance with Dancecode's Child Protection and Safeguarding Policy.

For other complaints or concerns, parents/carers should contact Dancecode through the usual communication channels.

Dancecode will endeavour to respond to complaints fairly and within a reasonable timeframe.

19. Acceptance of Terms

By registering a student with Dancecode, the parent/carer confirms that they have read and agree to these Terms & Conditions and understands that they are responsible for ensuring that the student complies with the relevant rules and requirements.

These Terms & Conditions should be read alongside Dancecode's:

- Child Protection and Safeguarding Policy;
- Privacy Policy;
- relevant class, competition, performance or event information; and
- any specific terms communicated at the time of booking.

Where a specific event or activity has additional terms, those terms will also apply.

Dancecode Ltd reserves the right to take reasonable action where these Terms & Conditions are breached, including suspension or cancellation of a student's place where appropriate.

Last reviewed: August 2026