



Academy Terms and Conditions

Date of last review: 23/07/2021

By registering at the Academy, parents/guardians and pupils are accepting the terms and conditions of the academy stated below. Our terms and conditions should be read in conjunction with the following policies for more detailed guidance:

- Student Code of Conduct
- Child Protection and Safeguarding
- Data Protection/GDPR
- Health and Safety
- Complaints Procedure

Uniform

All pupils must wear the correct Academy uniform for the class they are attending. Exam boards expect students to be dressed identically so uniform should be ordered from the Academy online shop. Hair should be tied back neatly for all classes and no watches or jewellery should be worn. Please ensure that your child goes to the toilet before class and brings a bottle of water if desired into the studio.

Conduct

Pupils or parents should not disrupt, interrupt or walk into studios whilst lessons are taking place. Pupils may not sit in or watch other classes unless permitted to do so by the teacher.

Mobile phones must be turned off or switched to silent if brought in to class.

Pupils and parents are obliged to take care of their own belongings. The Academy accepts no liability for lost or damaged belongings. Lost property will be kept for one term and then disposed of. Please label children's clothing and dance shoes as this makes it easier for us to return them to their rightful owner.

Parents are invited to watch classes on the last week of the Autumn and Summer term only. There are some Pre-School classes where adults may watch/take part – please see the class description on class4kids for details. If you wish to photograph/video your child whilst at the Academy please remember that you should not photograph other children/share their images on social media without parental consent. We have children who are not allowed to be shown on social media for child protection reasons and it is important that all members of the Academy are respectful of this.



The Academy will not tolerate any verbal, physical or emotional abuse or unpleasant behaviour from parents/guardians or pupils (including via email, telephone, on social media or face to face). In such circumstances the Academy reserves the right to terminate training, with immediate effect, without recompense.

Communication

The Academy uses email, text and social media to communicate with parent. Please ensure the contact information we hold for you is up to date. The preferred method of communication from parents is via email to info@chloemaysdanceacademy.co.uk and all communication will be responded to within two business working days. If it is a matter of urgency please contact Chloe May on 07818 020865.

We take complaints very seriously and welcome feedback on how we can improve, please speak to the principal directly or via email if you have any concerns or suggestions. Your customer experience and pupils' enjoyment of lessons is of utmost importance to us. We kindly ask that you do not make disparaging remarks or complaints on social media as this can permanently damage the Academy's reputation when the vast majority of cases can be resolved successfully with the appropriate communication from both parties.

Health and Safety/Safeguarding

Parents are responsible for supervising children in changing/waiting areas. Whilst we strive to create a safe, secure environment the Academy accepts no responsibility for the supervision of children outside of the dance studio.

The majority of our classes are run as 'drop off and collect'. Parents of school age children are not required to stay 'on site' during classes. If a parent/arranged person is not present to collect their child at the end of the class the pupil will be supervised by staff in the dance studio.

All medical conditions must be advised to the Academy on the registration form. The parent or guardian is responsible for the regular updating of any medical changes and emergency contact details. Please inform the teacher of any injuries before class.

A first aid trained member of staff will always be on site. Minor injuries and accidents may be treated by the teacher using a standard workplace first aid kit which is provided by the Academy unless a letter advising to the contrary is received in writing from a parent or legal guardian. We will always inform you if your child has been treated for an injury or accident and the information will be kept on file.

Whilst we endeavour to provide a safe environment there are risks involved in any dance activity and accidents and injuries can happen. The Academy accepts no liability for accident or injury unless proven to be caused directly by negligence of Academy staff.

Teaching dance is a physical activity and appropriate physical contact between pupils and teachers in class is essential to training. Teachers may use their hands to demonstrate positions and movements by moving parts of the pupils' bodies or they may physically correct placement by adjusting their



bodies. In Acro classes, teachers will be demonstrating or 'spotting' students in ways which will involve physically supporting and lifting. Teachers will treat any physical contact with due sensitivity and care and will never use force.

Social Media

Pupils may on occasion be photographed or filmed during class and performances. Media may be used on our website, social media, press and promotional materials for the school. By registering with the Academy and taking part in our activities you are agreeing to this happening, unless you have otherwise informed the academy in writing.

Missed Classes

If the teacher is unavailable to give any scheduled lesson, and a cover teacher cannot be arranged, the lesson will be carried forward to another date. If this is not possible then a refund will be given. In cases of closure due to extreme weather the Academy will endeavour to arrange an alternative class but if this is not possible a refund will be given. In the event of Academy closure due to national or local government restrictions tuition fees will not be charged. The option to move to online classes (zoom) may be offered dependent on demand, but this is not compulsory.

There will be no refunds of fees for lessons missed by the pupil. It may be possible for pupils to make up classes by attending a different venue/time provided that the class in question is not at full capacity. This should be discussed with the Principal, Chloe May beforehand. In extenuating circumstances such as serious long term injury or illness concessions may be given at the discretion of the Academy.

Cancellation Terms

Should you wish to cancel your monthly membership plan, you must provide us with 4 weeks notice in writing (via email to info@chloemaysdanceacademy.co.uk) to break the contract with us. You will be liable to have paid for the classes that have taken place up to your notice was given and for those taking place during the 4 week notice period. You are welcome to continue attending classes during the notice period. Please be aware no refunds will be given if you choose not to attend the classes during the notice period. If you have underpaid then a cover charge will be added to your final subscription payment to collect tuition fees owed. If you have overpaid then a refund will be processed.