



Academy Terms and Conditions

Date of last review: 14/08/2025

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
- Late and non payment policy

Uniform & Preparedness

- Students must wear the correct uniform for their class (available from our online shop).
- Hair must be tied back neatly, and no watches or jewellery are allowed.

Conduct

- Parents can watch lessons **only** in the last week of the Autumn and Summer terms (unless a preschool class allows otherwise). There should be no disruptions in the studio during lessons
- You may take photos/videos of your own child, but not of other children unless you have parental permission.
- Abusive, unpleasant, or disrespectful behaviour (in person, online, or otherwise) will result in immediate termination of training without refund.

Communication

- We use email, text, and social media to share updates — keep your contact details current.
- Best way to contact us: email info@chloemaysdanceacademy.co.uk (response within 2 working days). Urgent issues: call **07818 020865**.
- Feedback is welcome — please raise concerns directly with us rather than on social media.



Health, Safety & Safeguarding

- Parents are responsible for supervising children in waiting/changing areas.
- Inform us of medical conditions/injuries and keep emergency contacts up to date.
- A first-aider is always present. Minor injuries may be treated unless we have written instructions not to.
- Dance involves physical contact for training and safety, especially in Acro. This is always handled professionally and respectfully.
- While we aim to keep students safe, injuries can happen. We're not liable unless caused by staff negligence.

Social Media & Media Use

- Students may be photographed/filmed in class or performances for Academy use (website, social media, promotional materials) unless you opt out in writing.

Missed Classes

- If a class cannot run it will be rescheduled for another date in the academic year. Occasionally it may not be possible to offer a 'make up class' and a refund will be given.
- No refunds for missed classes by the student — but catch-up may be possible if space allows.
- Special circumstances (e.g., long-term illness) may be considered for concessions.

Cancelling Classes

- 4 weeks' written notice (email) is required.
- You pay for classes up to and during the notice period (you may still attend them).
- No refund if you choose not to attend during the notice period.
- Final payments will be adjusted for any over- or underpayment.