

# **TERMS & CONDITIONS**

Our terms and conditions of service is the agreement between Nick's Dance School ("us" or "we") and its customers ("you") for the provision of dance classes. This document forms the entirety of our terms and conditions of service (our "Terms"). Enrolling into classes with us means agreeing to, and complying with, our Terms. In the event of material or persistent breach of our Terms, we reserve the right to suspend or cancel your enrolment in our classes and services until such time that the matter can be resolved. We are fully committed to safeguarding and promoting the well-being of all members of the Nick's Dance School team.

## **Provision of Classes & Services**

We operate a weekly rolling timetable of classes throughout the calendar year. Our Children's Classes follow the schedule of Potters Bar Schools term dates (our "Classes"). Our Adult Classes are run throughout the year, excluding Bank Holidays and the month of August. In addition, we run other services such as Social Practice Dance Night and Workshops ("Services") on an irregular basis.

We are committed to delivering our Classes and Services at the highest possible level of professionalism. That means you can expect us to be punctual, prepared, appropriately qualified, to communicate effectively, and to be always welcoming and courteous.

From time to time, unforeseen circumstances may prevent us delivering a class or service (e.g., teacher illness, accident, or injury). In such circumstances, we will always attempt to reschedule the missed Class or Service.

If we are unable to reschedule a cancelled Class, your next bill will be automatically credited to the value of that missed class. If we are unable to reschedule a cancelled Service, we will contact you regarding a credit or refund as appropriate.

Refunds will not be provided if we are forced to cancel Classes or Services due to circumstances beyond our reasonable control, including, without limitations, natural disaster, pandemic, epidemic, industrial action, war, civil unrest, terrorist threat. We reserve the right to make change to these Terms as and when required, and without prior notice or consultation. In such instances, we will endeavour to inform you of the changes and how they affect you.

## **CHILDRENS CLASSES**

### **Class Enrolments**

Our class enrolments work on a half-termly rolling basis based on the school terms for Potters Bar Schools as set by Hertfordshire County Council.

Each monthly enrolment period covers the duration between the 1st day of a school half-term until the last day of the school half-term (the "Enrolment Period").

Your class enrolments will renew on the 1st day of each half term (the "Re-enrolment Date"). You are deemed to have committed to continue your class enrolments for the upcoming Enrolment Period as of this date.

Your half-termly class fees invoice will be generated 7 days before the Re-enrolment Date and scheduled for collection via Stripe as per these terms.

Should you wish to change or cancel your class enrolment(s), you must do so as set out in section Notice of Cancellation.

## **Payment of Class Fees**

Class fees are payable **in advance, per half term**. The rate per half term is based on the number of weeks in a school half term period as specified by Hertfordshire County Council and may vary each month depending on Potters Bar school term dates and holidays.

Once your child has joined a class, invoices will be sent via **Class Manager** and must be paid by Stripe.

- Fees are required at the start of each half term to secure your child's place.
- **Please note:** Fees are non-refundable for any reason, including change of mind, travel issues, absences (self-isolation, holidays, school trips, exams), short-term sickness, or injury. Any outstanding fees must still be settled.

## **Trial Classes**

We offer trial classes ("Trials") so you can try a session of a class before committing to join that class on a continuous basis.

After completing your Trial should you wish to continue with Nick's Dance School, you will be issued an invoice via the Class Manager customer portal, which covers the remainder of the current Enrolment Period (your "Enrolment Invoice").

By paying the Enrolment Invoice you are committing to a rolling half termly enrolment in that class (your "Class").

Trial bookings must not be used as a means of attending classes on a Pay-As-You-Go basis. After completing your Trial, you must either sign up to attend the Class Term or contact us to cancel your enrolment.

You are not permitted to purchase consecutive trial bookings for the same class. If Trial bookings are made for the same class repeatedly, your enrolment in that class will be suspended until the full monthly half termly is made.

## **Payment System**

All Class Membership Fees are collected using Stripe via Class Manager.

Class Manager allows you to make secure online payments for your classes via credit or debit card through the Stripe portal or link provided in the invoice sent to you prior to the start of a term. You will have the option to save your card details securely for future use if you wish to. If you save your card details the Class Fees will be deducted from your card within 7 days from the date of the invoice.

By saving your card details in the Stripe system, you are giving us permission, to schedule the collection of automatic payments from your account.

If you choose not to save your card details, the invoice sent to you prior to the start of a term will have a link to the Stripe payment system so you can make payment of the invoice within 7 days. If payment is not received within the specified time-scale you risk losing your space in the class.

Payments will not be reversed or refunded after they have been submitted for processing, except in the case of a billing error.

If you have any queries relating to an invoice or payments that are scheduled for, or have been collected by, Stripe, you can contact [admin@nicksdanceschool.com](mailto:admin@nicksdanceschool.com) and we will always seek to resolve the matter with urgency.

## **Annual Timetable & Holidays**

We operate Classes throughout school calendar year.

We take the same school holidays as Potters Bar Schools.

We decide our holiday weeks based on how the school holidays fall, which may vary from year to year. However, we will typically take 2 weeks at Easter, 1 week for May half-term, 6 weeks for Summer, 1 week for October half-term, and 2 weeks for Christmas.

We may take off bank holidays from time to time. If/when we decide to do so, we will apply an appropriate credit to your monthly invoice to cover the cost of the missed classes

### **Notice of Cancellation**

- If your child will not be returning to class, we require a minimum of one month's notice of cancellation.
- To cancel a Class, please email [admin@nicksdanceschool.com](mailto:admin@nicksdanceschool.com) to inform us of your intention to cancel. The email should include the student's full name and the class details that you wish to cancel. Any other forms of communication will not be accepted as notice of cancellation of a class.
- The deadline for submitting notice of cancellation is the day before the Invoice Deadline.
- Where notice of cancellation is received on or after the Invoice Deadline Date but before the Payment Date for that Enrolment Period, the payment will still be taken as it will already have been submitted for processing.
- Upon submitting notice of cancellation, your Class attendance will continue for the remainder of the current Enrolment Period (half term), and you will be able to continue attending classes until the last day of that Enrolment Period.
- To cancel any other Service, please [admin@nicksdanceschool.com](mailto:admin@nicksdanceschool.com) within the invoice deadline to inform us of your intention to cancel. Failure to let us know of any changes by the invoice deadline will result in the full payment for the invoice being taken. Your right to refunds in the event of cancellation is set out below.
- In cases of **long-term absence due to illness or injury**, please contact our Principal, Terri Bodell, to discuss your situation. Such circumstances could include, extended absence due to a newly diagnosed medical condition or operation or procedure, an extended trip out of the country for a period greater than 1-month to visit your home country or to visit family living abroad, or extended absence due to a bereavement. In such circumstances, we may charge a retainer fee to keep your space in the class.
- At Terri Bodell's discretion, your child's place in the class may be held without payment.

## **ADULT CLASSES**

### **Class Enrolments**

Our adult classes run continuously throughout the year, with the exception of **bank holidays** and the month of **August**, when the school closes for a summer break.

When you join Nick's Dance School, you will automatically be enrolled into our **Members Club** with a **complimentary one-month trial**. During this time, you will have access to our weekly class recap videos, shared via our WhatsApp group.

After your free trial month, you will be invited to continue your membership on a monthly subscription basis, should you wish to do so.

### **Payment of Class Fees**

There is no requirement to commit to a full term or course of lessons. We operate a **Pay-As-You-Go** system, allowing you the flexibility to attend as it suits you.

For added value, you may also purchase a **Class Pass** at a discounted rate. A Class Pass covers **4 consecutive weeks** of classes and must be used within this timeframe.

## Payment System

Class fees can be paid either by **card** (via our Zettle machine) or by **cash** at the venue.

## Annual Timetable & Holidays

Classes are held **throughout the calendar year**, excluding:

- **Bank Holidays**
- **The month of August** (summer break)

## **ALL CLASSES**

### Refunds and Rescheduling

Class Fees are non-refundable and will not be adjusted or reduced for any planned or unplanned absences, please see above class fee's section.

If you cancel a Service that you have booked with us, any prepaid deposit for that Service will be non-refundable.

If we cancel a Service that you have paid for in part or in full, then we will contact you to discuss transferring the Service to another date or issuing you a full refund.

If you cancel a Service that you have paid in full, your eligibility for a full or partial refund will be subject to the timeliness of your cancellation request and/or the specific terms of that service, as described below:

Dance exams – notice of cancellation must be given as per our exam information pack, we need to know on the day that this information pack is sent out if you or your child would not like to be included in the exam session. If we do not hear from you, you or your child will be entered for the exam and fees will need to be paid. If you cancel your participation in a dance exam after the exam entry submission deadline, no refunds will be provided as we are unable to receive refunds from the examining body after exam entry submissions are made.

Workshops, & Other Services such as private lessons – notice of cancellation and refunds will be given in accordance if we have 48 hours notice of cancellation.

Refunds are not provided for classes cancelled due to adverse weather, venue closures, or national restrictions. Whenever possible, we will offer rescheduled lessons to make up for missed classes.

If a class is cancelled due to teacher unavailability, such as illness or another emergency, any refund or roll-over of paid fees will be at the discretion of Nick's Dance School.

Thank you for your understanding and cooperation as we prioritise safety while continuing to offer the best dance experience for our students.

### Health Disclosure

- Parents and adult students must complete a registration form with emergency contacts and relevant medical information, including any special health considerations, special needs and/or existing injuries before participation in any classes.
- Parents/guardians and adult students must update us if medical conditions, injuries, or contact details change.
- The administering of any complex medications (e.g. EpiPens etc.) must be discussed by the pupil's parent or guardian or the adult student with the Principal at the time of joining Nick's Dance School.
- Our Principal, Terri Bodell, is a qualified First Aider. A first aid kit is always available at classes and events.

## **Emergency Medical Care**

All students, staff and clients give permission to any of the schools trained first aiders to make emergency decisions as necessary with regard to treatment received until, if necessary, emergency services are called.

- Minor first aid may be given on-site by the nominated First Aider at Nick's Dance School. In the event of minor injuries, permission is given for trained first aiders to provide care until a parent or guardian arrives.
- For serious incidents, parents will be contacted immediately, and emergency services may be called if necessary. Emergency contacts must always be contactable whilst the student is attending class.
- An Accident & Injuries Report will be completed for all incidents.

You are also authorising Nick's Dance School to sign any medical documents which may be necessary for emergency treatment should the emergency contact not be available or get there in time. It is your responsibility to inform Nick's Dance School of any injuries or illnesses or changes in your or your child's health.

By joining Nick's Dance School, students and parents/guardians acknowledge that dance involves physical activity and accept the risks associated with participation.

## **Safeguarding Children**

- Anyone under the age of 18 is considered a child within this policy.
- We are dedicated to ensuring that every child enjoys a safe and nurturing environment, free from neglect or abuse.
- Our teachers regularly attend safeguarding and child protection training and hold a valid, clear DBS check.
- We expect students, parents, and staff to show respect and understanding for the welfare of others at all times.
- Concerns or complaints should be shared openly with our Safeguarding Officer, Terri Bodell.
- Access to Nick's Dance School's full Safeguarding Policy is available upon request.

## **Data Protection Policy**

At Nick's Dance School, we take your privacy seriously. We comply fully with the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018.

We collect and securely store only the personal information necessary to manage our classes and support our students' health, wellbeing, and safeguarding. This ensures we can provide a safe and enjoyable learning environment for everyone.

Personal information is collected via paper or electronic consent forms completed before participating in classes. This information is used to communicate important class details, fee information, and, in the case of an emergency, to contact your designated emergency contacts. Relevant medical information may also be shared with NHS providers if necessary.

We may use students' forenames and surnames on class registers to track attendance. When students participate in IDTA exams, we share their forenames, surnames, and date of birth with the IDTA. All student data is retained only for the duration of their enrolment with Nick's Dance School. After this, paper records are securely destroyed and electronic data is permanently deleted.

A full Privacy and Data Policy is available on request. Please contact us if you would like a copy.

## **Bad Weather / Snow Policy**

At Nick's Dance School, we make every effort to remain open whenever possible. However, the safety of our students and staff is always our top priority. In the event of disruption caused by heavy snow or other severe weather conditions, we may need to adjust or cancel classes to ensure everyone's well-being.

## **Class Cancellations:**

Classes will only be cancelled when absolutely necessary, and we carefully consider all alternatives before making this decision. The decision to close the School will be taken by the Principal.

A class may be cancelled if:

- Conditions at the site are unsafe, or
- Travel to or from the school is considered too hazardous or are anticipated to later become too hazardous for travel.

Staff will always make every reasonable effort to undertake the journey to the Studio. However, should the weather conditions be considered to be, or are anticipated to later become too hazardous for travel, all lessons for any teacher who is unable to make it to the studio will be cancelled.

Any decisions to close the School or cancel particular classes will be made as early as possible and updates will be provided to parents and adult students directly, in addition to updates to our social media accounts. In the event of bad weather, parents should check for any messages and our social media platforms before attempting to travel to the studio.

Any lessons cancelled due to adverse weather conditions will not be eligible for a refund or credit on account. We would endeavour to try and rearrange classes, and offer the chance to attend an additional class if we run one on a different day, however this may not always be possible.

## **Complaints Procedure**

We aim to provide a positive experience for all our students and their families. If you have a complaint, we encourage you to share it with us so we can address it promptly.

Complaints can be submitted in writing to **admin@nicksdanceschool.com**, or discussed directly with Terri Bodell in person or by phone. To help us resolve the issue efficiently, please provide as much detail as possible about the nature of your complaint.

We commit to handling all complaints fairly and quickly and will keep you informed of our progress and the outcome.

## **Code of Conduct**

At Nick's Dance School, we are committed to creating a safe, supportive, and enjoyable environment for every student, parent, and staff member. This Code of Conduct ensures classes run smoothly, respectfully, and with everyone's wellbeing at heart.

We ask that all students, parents/guardians, and staff read, respect, and follow these guidelines at all times.

## **General Guidelines**

- Dance is an active sport, and while we take every precaution to keep students safe, injuries can occasionally happen.
- Students take part in lessons at their own risk. Parents/guardians and adult students must inform us of any existing injuries, health concerns, or medical conditions before participation.
- Any new injuries or health changes must be reported immediately.
- Exercises and choreography will be adapted to accommodate injuries or conditions where possible.
- Suitable footwear and clothing must always be worn to reduce the risk of injury.
- The school accepts no responsibility for injuries unless caused by teacher negligence.

## Class Expectations & Etiquette

Students must:

- Participate fully, follow rules, and respect all staff, volunteers, and fellow students.
- Politeness, good manners, and respect for equipment and personal property are essential.
- Students must **respect others** and avoid any behaviour that may harm, bully, or upset classmates inside or outside of classes. Bullying or harassment of any kind will be dealt with promptly and appropriately.
- We expect all students to follow our **Anti-Bullying Policy** at all times.
- Inform the teacher (before the warm-up) if they have any injuries or an illness.
- Any health changes or injuries during a class should be reported to the teacher immediately.
- Students should arrive on time, ready for class, in the appropriate attire and hairstyle.
- Nick's Dance School operates a strict no jewellery policy.
- Equipment, chairs, and the stage must be respected—no playing, swinging, or hanging.
- Mobile phones must be silent and stored away during class.
- No food, snacks, drinks, or chewing gum are allowed in class. Non-drip water bottles are permitted but must remain at the side of the floor or on stage.
- Follow all teacher instructions and safety guidelines.
- Leave all valuables at home. Nick's Dance School will not be held responsible for loss of items.
- Students are responsible for their belongings. Label all items to help us return lost property. Lost items will be held until the end of term; unclaimed items will be discarded or reused.
- Outdoor shoes and personal belongings must be kept off the dance floor, and stored under the chairs at the side of the hall, at all times.

Finally, we would love all students to enter a class with a big smile and be ready to learn and have fun!

- We encourage **positive behaviour** through praise, recognition, and small rewards, helping children build confidence and a love of dance.
- Effort and progress are valued over perfection. Mistakes are learning opportunities, and dedication is always celebrated.
- We foster an environment of **teamwork, support, and kindness**.

Failure to follow these expectations of good behaviour may result in **suspension or exclusion** from Nick's Dance School as per our **Disciplinary Procedure** outlined below. Please note, no refunds are issued for suspensions or exclusions related to breaches of this code.

## Parents Conduct

- Encourage your child to learn the rules and follow them.
- Arrive with your child dressed appropriately for class, with their hair neatly tied back (see Class Information for details).
- Keep Nick's Dance School informed if your child is unwell or is absent from classes.
- Endeavour to establish good communications with all staff, for the benefit of all.
- Treat students, volunteers, and teachers with respect.
- Never challenge or threaten a member of staff. Bullying, harassment, or any abusive language or behaviour that causes distress will not be tolerated. Any concerns must come directly to the principal via email [admin@nicksdanceschool.com](mailto:admin@nicksdanceschool.com)
- Do not raise issues or disagreements publicly. Given the fact that lessons are run concurrently it is not possible or appropriate to discuss any concerns a parent may have at the beginning or end of a class. Any concerns or questions should be addressed **outside of class** via email [admin@nicksdanceschool.com](mailto:admin@nicksdanceschool.com), WhatsApp, or phone call. A private & confidential telephone call or face-to-face meeting will be scheduled if necessary.
- We ask parents to please respect teachers' professional decisions regarding your child's class placement, performance, and ability. Progress depends on physical, cognitive, and emotional development.

- Collect your child promptly at the end of their class.
- Support your child positively, encouraging their growth without forcing participation.
- Pay all fees on time as stated on the invoices. We invoice half termly for classes and do not charge for school holidays. Should you wish to change or cancel anything on your invoice, you need to let us know before the end of the school half term or by the invoice deadline. Failure to let us know by the invoice due date will result in your being charged in full for the invoice.
- Give us notice if you are leaving a class, we need to know as early as possible but the deadline to not be charged for the following term is by the payment deadline on invoices. We plan and choreograph a term ahead, therefore not letting us know if you are leaving will result in you having to pay for the next half terms lessons. As much notice as possible would be greatly appreciated, especially in the run up to exams and shows.
- If your child does not attend for 3 weeks with no explanation, we will assume they have left the class and they will be removed from the register and will lose their place.

Failure to follow these expectations of good behaviour may result in **suspension or exclusion** from Nick's Dance School as per our **Disciplinary Procedure** outlined below. Please note, no refunds are issued for suspensions or exclusions related to breaches of this code.

### **Social Media & Public Conduct**

- Refrain from public criticism of the school, students, teachers, or volunteers, including on social media. Profanity or harassment is strictly prohibited.
- Never slander Nick's Dance School
- No photography or videography is permitted during classes.
- Children and accompanying family/friends should refrain from running in public areas of the centre or the car park for safety reasons.

### **Disciplinary Procedures**

We expect kindness, respect, and cooperation from everyone. Disruptive or unsafe behaviour will not be tolerated.

Anyone breaching this **Code of Conduct** will be subject to the following Disciplinary Process.

#### **Disciplinary Process for Students**

1. **Verbal Warning** – Teacher or staff member speaks with the student and will first of all be reminded of the rules.
2. **Time Out** – Repeated breaching of the rules may result in the removal from class, or the separation from other students. Student steps aside from class for reflection; behaviour is discussed before rejoining. Parents are informed if necessary.
3. **Removal from Class** – Continuous breaching of the rules will result in parents being informed and the student may be asked to leave the session. A meeting with parent/guardian will follow to agree on steps for returning.
4. **Exclusion** – If behaviour does not improve, written exclusion from the school may follow.

#### **Disciplinary Process for Parents/Guardians**

1. **Verbal Warning** – Reminder of agreed Code of Conduct.
2. **Written Warning** – Formal notice outlining concerns.
3. **Exclusion** – If issues persist, parent/guardian and associated students may be excluded from the school.

In extreme cases involving violence, abuse, or damage to property, immediate exclusion may occur.

In extreme circumstances, where physical violence, verbal abuse or intentional damage of property is involved, the above will be by passed and, immediate exclusion may occur.

## Class Information: Children's Classes

### Timetable

Our term dates generally follow Hertfordshire County Council's school calendar unless otherwise notified. We observe half-term breaks to give children time to rest and recharge. We encourage members to check their emails and our social media channels regularly for updates on term start and end dates.

Occasionally, we may run **technique workshops** during school holidays, which are additional to regular classes. It is not compulsory for students to attend these workshops, however they are valuable additions to regular classes.

### Location

**Children's Ballroom Classes** are held at:

**North Mymms Memorial Hall**, Station Road, Welham Green, Herts AL9 7PG

**Parking:** Access via the driveway between the hall and social club. Ample free parking is available at the rear.

**Drop-off/Pick-up:** Please bring your child to the **back fire exit door** and collect from the same location.

### Arrival & Collection

- Parents are responsible for ensuring children arrive **on time** for classes and exams.
- Please **hand your child directly to the teacher** at the door. Students will be signed in on the Health & Safety Register.
- Children may only leave with a **parent or guardian**, unless prior written permission is given to the teacher.
- While students are supervised during class, parents are responsible for their child's safety in the car park and other areas outside the dance hall.
- Teachers cannot supervise siblings or other children not attending class. Please ensure prompt collection at the end of class.

## Guidance for Attending Classes

### Dress Code

For safety and comfort, children must wear the **correct clothing and footwear** for all classes.

**Clothing:** Comfortable clothing that allows for movement, such as a T-shirt with leggings, skirts, or trousers.

**Shoes:** *Students should bring shoes to change into at the hall, as wet shoes can make the floor slippery.*

- **Beginners:** Comfortable shoes such as jazz shoes or canvas shoes with suede soles.
- **After one term:** Ballroom shoes are recommended.
- **Not allowed:** Flip-flops, sandals, trainers, or shoes with grippy soles.

**Hair:** Neatly tied back (bun, ponytail, or braid).

**Jewellery & Valuables:** Please avoid jewellery or valuable items that could pose a risk. Nick's Dance School cannot accept responsibility for lost or damaged items.

To ensure your belongings don't get lost, we recommend that all items of uniform are clearly labelled. We accumulate a significant amount of lost property, so unlabelled item may get lost or taken home by another student. We are not responsible for lost items of property.

## **Food & Drink**

Students should stay hydrated and may bring a drinking bottle to classes.

Only **water in a capped bottle** is permitted in the hall. Food, cans of juice or fizzy drinks and chewing gum are not allowed, unless prior consent has been given.

## **Toileting Policy**

At Nick's Dance School we will endeavour to support your child at all times, however we cannot assist with intimate care.

Please read the below carefully and ensure that your child can manage with this level of support.

- Our staff will not enter the toilet with them, they will stand outside.
- Our staff will encourage young children to NOT lock the door.
- Staff can offer verbal reassurance and instructions but cannot enter the toilet until a child is washing their hands.

## **Studio Hygiene**

To help prevent the spread of illness, all staff and students must **wash hands for at least 20 seconds**, particularly after using the toilet. Hand soap and sanitiser are available in all toilet areas.

## **Legally Responsible Adults**

You, as the legally responsible adult (or "grown-up"), are responsible for ensuring that your child is fit and healthy to attend Classes.

It is your responsibility to ensure that your child is on time, appropriately turned out for class, and is collected promptly at the end of class.

Grown-ups have sole responsibility for their children when their children are not in class under the care and supervision of the teacher.

Children must not be left unsupervised at our studios, or any other dance class location, before the teacher brings them into class and/or after the class finishes.

When a class has finished, children will be returned to their grown-ups and the teacher's focus and responsibility will move on to the next class. As such, grown-ups must ensure someone is present to collect their child on time, immediately after class ends.

You must notify us as soon as possible before class finishes if someone other than yourself will be collecting your child.

Children are not allowed to leave the class location unless accompanied by an adult, unless the child is permitted by you to travel to classes independently and we have been informed that such permission has been given.

## **Health and Safety Statement : All Classes**

You must keep Nick's Dance School up to date with all medical history and any changes.

Emergency contact numbers will be available to access during class times, complying with our GDPR policy.

It is your responsibility to inform us of any changes to emergency contact details.

In the case of a fire, all staff have a clear understanding of the procedures.

We undertake regular risk assessments at our premises.

It is our responsibility to have appropriate first aid boxes within our premises. In the case of an incident, an accident report will be completed and signed by client or parent/guardian.

There will always be a first aider available.

Children's Classes: Students will be supervised during class time only, parents must ensure the safety of their child getting to and from the studio and in the reception area.

## **Safe Touch Policy**

At Nick's Dance School, we understand that physical contact is an important and sometimes sensitive aspect of dance instruction. We are committed to safeguarding the well-being of all students and staff while providing a supportive and safe learning environment.

### **Purpose of Physical Contact in Dance Instruction**

Teaching dance is a physical activity, and appropriate contact between teachers and students is often essential to training.

Teachers can make physical contact with a student to:

- Demonstrate technique or movement
- Adjust posture, alignment, or positioning
- Ensure the safety of students during practice

Tactile instruction methods may be used to demonstrate positional alignment and posture correction, for example. If there is any reason, medical or otherwise, whereby tactile instruction is not appropriate for you or your child, you must inform us by email in advance of starting classes with us.

### **Guiding Principles for Physical Contact**

We recognise that this physical contact is a complex topic and fully recognise our responsibilities with regards to safeguarding students and teachers and protecting everyone's welfare.

To ensure all interactions are safe, respectful, and appropriate. We have the following principles and procedures in place to fulfil our obligations:

1. **Awareness and Sensitivity:** Physical contact is made with careful consideration and awareness of each student's individual needs and to assist them.
2. **Respect for Boundaries:** Teachers approach all contact sensitively and take the student's comfort and consent into account wherever possible.
3. **No Force:** Contact is never forceful or coercive.
4. **Safety First:** In situations where a student's safety is at risk, teachers may intervene as necessary to prevent injury, prioritizing the student's well-being.
5. **Open Communication:** Parents and students are encouraged to discuss any concerns regarding physical contact directly with the teacher.
6. **Reporting Concerns:** Any concerns or incidents should be reported promptly to Terri Bodell, the owner of the school and the safeguarding lead.

Our commitment is to maintain a safe and supportive environment in which students can thrive and enjoy learning dance. If you have any questions or concerns regarding this policy, please contact us.

## **Promotions & Discounts**

We may, at our own discretion, choose to offer promotional and/or discounted rates (“Promotions”) to new and/or existing customers.

Such Promotions are available for the purposes, and for the duration, that we specify in our communications about those Promotions.

We will not backdate, refund, or retrospectively apply Promotions to bookings that were made before the promotion was launched.

## **Limitation of Liability & Disclaimer**

By entering these Terms, you hereby waive and release us from all claims arising from injury or illness of any manner resulting from participation in our Classes or Service, other than as a direct result of our negligence.

Where you are aware of a mental or physical disposition that could affect you or your child’s suitability for participating in our Classes or Services, you should seek professional medical advice in relation to the suitability of the class before attending, and we cannot be held liable for any claim arising from attendance at classes which are later deemed to be unsuitable.

We accept no responsibility and cannot be held accountable for any loss or damage of personal belongings or property whilst attending a class or on the premises.

Governing Law 18.1. The performance and interpretation of these Terms, disputes arising under it, are governed by the laws of England and Wales.

The Terms & Conditions will be reviewed annually to ensure it remains effective and relevant. Any updates will be communicated to students, parents, and staff.

## **END OF TERMS**