



## Terms and Conditions

Our terms and conditions explain what Plymouth Ballet School will do for you and what you as the parent/guardian are expected to follow by attending Plymouth Ballet School. By completing the trial and registration form with Plymouth Ballet School, you are agreeing to the terms and conditions detailed below.

### **Fees and Refunds**

- A fee is charged for each class enrolled in per half term
- Students are expected to attend all classes and fees are invoiced half-termly (6 weeks) and due in advance
- Refunds will not be given for non-attendance

### **Payment**

- Invoices will be sent towards the end of every half term (6 weeks) and payments must be settled by the payment date stated on the invoice
- Failure to pay in line with these terms will result in the student being unable to attend classes
- New students must settle the invoice that will be sent to the email address provided upon full enrolment after the trial session. Fees will be adjusted if a student starts mid-half-term
- Payment can be made online by bank transfer or in person by cheque/cash. For bank transfers please use the student's surname as the reference

### **Register, absence, and termination of classes**

- A register will be maintained by the teacher and records of attendance for the purposes of safety and security
- Due to reasons beyond our control, it might be necessary to temporarily change a class or postpone it for a later date. Where this occurs we will notify parents/guardians by email, website, Facebook page, text, and/or phone. Any classes canceled by Plymouth Ballet School will either be rescheduled, or a credit note will be issued. In the instance that a student does not attend the replacement class, no credit note will be issued
- Pupils are automatically assumed to be continuing their classes from half-term to half-term. Notice of withdrawal from a class must be given in writing/by email 2 weeks before the end of the half-term block, and then with as much notice as possible. Failure to do this could result in half a term's fees charged. In the event of a student leaving Plymouth Ballet School with fees still

outstanding, we reserve the right to pursue recovery of the debt by all legal means including court action

### **Uniform**

- We have a uniform for each class which has been put together to consider the students' safety and needs. We ask that once a student has committed to classes that the correct uniform is purchased and worn. Students are required to attend class in the appropriate uniform by their first full half-term. We ask that students wear their hair in a neat, classical bun, away from their face
- Uniforms can be purchased at: <https://pbs.danceschoolshop.com>

### **Permissions (Medical & Photographic consent)**

- Medical: Parents/guardians are required to give permission for immediate and necessary first aid treatment. This includes any emergency medical treatment recommended by competent authorities including emergency medical staff. It is the parent/carer's responsibility to ensure students bring any necessary medical equipment to activities run by Plymouth Ballet School and that medication is within date
- Photographic: Upon registration into the school via "Class Manager", customers/parents/guardians are asked to opt-in or opt-out of photographic consent for themselves/their child. This can be used for social media purposes
- During regular classes, watching is not permitted. For Pre-School and Children's classes, we offer watching days at the end of each term. Confirmed dates will be available at the start of each term where parents, guardians, grandparents, siblings, and other close relatives are welcome to attend. Please note, photography/filming is not permitted during watching days, however, individual photographs of your child can be taken at the end of each class
- Plymouth Ballet School will not install or take CCTV images, however, venues and establishments may do

### **Safeguarding, Student Safety, and Injury**

- All teachers are qualified, DBS checked, and insured. Physical contact may be necessary to help demonstrate or correct movements. This is always conducted with care and professionalism. If you have any concerns regarding this matter, please contact the Principal, Marina.
- Students must inform the teacher of any injuries or illnesses prior to class. Plymouth Ballet School does not accept liability for personal injury to any student attending class, with the exception of such injury being caused by negligence or default of any member of our staff or any other default on our part
- No student is allowed to leave any venue unless a parent is there to collect them, unless the Principal has been informed by parents/guardians that alternative arrangements, ie. a child can walk home alone.

- The safeguarding of children is of paramount importance. Please read our Safeguarding Policy for further details at: [www.plymouthballetschool.co.uk](http://www.plymouthballetschool.co.uk)

### **Behaviour**

- Pupils are expected to conduct themselves in an appropriate manner whilst attending classes, and be respectful to both teachers and peers. This ensures the safety and well-being of everyone
- Bullying will not be tolerated

### **Examinations**

- Students have the option to take in RAD Ballet Exams/Class Awards
- Exams are an additional cost and must be paid in advance. Additional exam coaching classes may be necessary, however, the cost and dates for these will be made clear before deciding if you/your child would like to take an exam
- It is at the teacher's discretion whether or not a student is ready to take an exam, therefore we ask that where a teacher is strongly advising a student not to take the exam, the parents/guardians are respectful of the decision
- Students' wellbeing is most important, and in some cases, it is better for the student's confidence to take the in-house assessment and move up with their class. If a student does not wish to take an exam or class award, we offer our own in-house assessments to give the students the experience of an exam set up and receive an award without taking an official "RAD" exam
- We ask parents/guardians to be responsible to ensure their child has the required uniform ahead of taking any exam/class award

### **Adult Classes**

- Adults voluntarily engaging in the Silver Swans Ballet class at Plymouth Ballet School must take full responsibility for their own health and safety
- If an adult has any health problems or is unsure about their physical ability to take part, they must obtain advice from a doctor before participating
- Plymouth Ballet School will not be liable for any loss, damage, action, claim, cost or expense suffered or incurred as a result of participating, except, where this is caused by Plymouth Ballet School negligence

### **Communication and correspondence**

- Communication regarding students, classes, or information related to Plymouth Ballet School can only be sent to the primary account holder. This also can only be changed with notification from them
- Plymouth Ballet School cannot be held responsible for any delay or non-receipt of correspondence due to server downtime, incorrect contact details provided at the time of enrolment, or any other circumstances outside its control
- It is the responsibility of the parent/carer to ensure that we have the correct details for you and your child and keep us updated on any changes to health

- The Principal, Marina reserves the right to alter the price/times of classes with half a term's notice (6 weeks)

### **Discounts**

- Discounts displayed will be applied when booking. The discount will be reversed if payment is not received when indicated on the invoice

### **Code of Conduct**

- A Code of Conduct is issued to students and parents/guardians upon enrolment, found within the "Information Pack"
- Failure to observe this may result in students being asked to leave. No refund will be given if the Code of Conduct has been invoked

### **Data Protection**

- Plymouth Ballet School is committed to protecting and respecting your privacy
- We only hold personal information for only as long as is necessary
- Please be reassured that we will not release your information unless in exceptional cases when we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. In all other instances, we would only share your information with another party, if you have given your permission to do so
- Our full privacy notice is available at: [www.plymouthballetschool.co.uk](http://www.plymouthballetschool.co.uk)

### **Agreement to the terms and conditions**

- Customers (parents, guardians, and students) are required to acknowledge their acceptance of the terms and conditions by checking the relevant box during an online application
- The terms and conditions must be accepted in order to participate at Plymouth Ballet School. We reserve the right to change these terms and conditions at any time for the benefit of the business or participants

### **COVID 19**

- Guidelines have been created in light of COVID 19 which must be followed by the teacher and students
- Where there is a discrepancy between the COVID Guidelines and the Terms and Conditions, the COVID Guidelines will apply
- Should the government not allow us to teach in-person classes, all classes will move online and no refunds will be given

We are committed to reviewing our policy and good practice.  
This policy was reviewed in August 2022.