

## Allstar Dance Company



### Terms And Conditions

#### Disclaimer:

Students, staff, and parents must follow a respective code of conduct. Furthermore, the individuals must also follow all other school policies whilst attending ADC or any other event/offering associated with Allstar Dance Company. By either: submitting and application form, allowing your child to attend a class, attending a class yourself, being within premises in which ADC operates, you hereby agree to the below terms and conditions and accept that you will follow the code of conduct in place and any other supporting policies for ADC. Allstar Dance Company nor any or its Directors, Staff or Volunteers accept any responsibility for the negligence of any party in the following of these policies and their principles. All policies are viewable at any time on our website [www.allstardancecompany.com](http://www.allstardancecompany.com)

#### Section 1 – Fees:

- Fees are payable by month
- Students must commit to the month in full and attend all classes – therefore the month must be paid in full, even if attended in part.
- Monthly fees must be settled on the 1st of each month.
- Any amounts that go beyond the due date are subject to an additional 10% late payment charge
- Cases of late payments may be passed on to professional services, including your details, for retrieval of outstanding amounts
- Refunds will not be given for non-attendance of the term unless certain circumstances arise - for refund - information see Section 4 below

- If you have a credit balance with us, these will automatically be kept on file for future bookings made - refunds will only be made in accordance with Section 4 below

## Section 2: Paying Fees

- Payment can be made via the Class4Kids portal.
- Only under special circumstances can fees be paid via cash at the class or online banking transfer.
- Any cash amounts issued to ADC must be within a sealed envelope, marked with the amount being paid and the name of the student written on the front and only ever issued to a member of ADC Staff
- If you fail to pay in full your child may be removed from the class list without notice

NOTE: Online Bank Transfers should be referenced with your child's forename initial and surname only. If this is not possible, you must email [info@allstardancecompany.co.uk](mailto:info@allstardancecompany.co.uk) to inform us of the payment reference. Failure to do so may result in the payment being unidentified, the amount remaining marked as outstanding, and a late payment charge being added. In such cases, we may contact you to notify that a payment has not been received.

## Section 3 – Late Payments

- If the payment for the month is not received by week 2 of the month (or another agreed date) a 10% late payment charge will be added to the total due.

- The individual who submitted the application on behalf of the child who attended class will be contacted. It is the responsibility of the parent/legal guardian to ensure they have informed ADC of any changes to contract.
- Failure to respond to correspondence sent by ADC within 28 days, will render the amount 'overdue'
- Personal details from overdue cases will be passed to professional services for the retrieval of any amount outstanding.

#### Section 4 – Refund Policy

- In cases of illness: if a student misses 4 consecutive class and is unable to attend the remained of them, a 90% refund will be given. This will only be provided in cases of illness and as such, a medical not should be provided to be eligible for 90% refund. If a medical note is not provided, the full monthly amount is applicable as per normal circumstance.
- ADC cannot and will not provide refunds for holidays and other commitments.
- ADC cannot and will not issue refunds to those who leave mid-month unless the illness clause above applies.
- In the event that our offerings must be adapted due to Force Majeure, we will aim to provide alternative offerings in line with our Terms set out in Section 5 - in these circumstances refunds will not be issued.
- Platform fees for payments made through Class4Kids are non-refundable - we can only refund you the total amount for the services you've booked, and we cannot refund you the platform fee paid when booking through Class4Kids e.g., an offering costs £20 plus £4 fees = £24 - you will only be refunded £20 as the £4 is the cost to facilitate your transaction via the payment handler Stripe.

- In the event that we refund you under certain circumstances, any payment/bookings made via Class4Kids you will only be refunded the cost of the services you booked in line with the example above and platform fees will remain non-refundable

## Section 5 – Registration, Attendance and Absence

- A register for each class is maintained by the teacher who records student attendance for the purposes of health & safety and security - this may also be used for purposes of Track & Trace throughout Covid-19.
- Students are expected to attend the full month and should only miss classes if they are unable to attend due to illness.
- Parents must inform Allstar Dance Company that their child is not able to make class by email or phone.
- If a student fails to attend class on 2 or more consecutive occasions without notice/reason, they may be removed from the class list.
- If an offering is cancelled due to the sickness of a teacher, a health epidemic or any other seen or unforeseen event, ADC will endeavor to reschedule/rearrange the offering or provide an alternative. This may be on a different day/time or both from when the offering was originally scheduled and might involve an extension to the term-time dates. The rescheduled/rearranged offering may also be at a different venue within a reasonable distance from the original. ADC will consider offering online alternatives where physical offerings are not possible. No refunds will be given if an offering is rescheduled/rearranged, or an alternative is provided

## Section 6 – Right to attend, change classes and withdraw or terminate attendance:

- All current ADC students are guaranteed a space in an ADC class\* and will be automatically enrolled into the next term.
- It is the Parent's/Legal Guardian's responsibility to inform us at least 4 weeks in advance of the next new month starting if their child is NOT returning to the class.
- If a student's term fees have not been paid in advance, ADC reserve the right to terminate a student's attendance at any time under reasonable circumstances.
- If a student wishes to change and/or start an additional class, Parental/Legal Guardian consent must be given prior to attending
- Parents may withdraw or terminate their child's attendance mid-term - terms in Sections 4 & 5 will apply

\*Depending on class availability, current students may not be placed in the same class in the new term. Any change will be communicated in advance of the new term starting, via email. If your child moves into a different age group e.g., moving from infants to juniors, they may be required to attend a different class. Parents should make ADC aware of any moves not apparent to us already, in advance (at least 2 weeks prior to the new term starting).

#### Section 7 – Discounts

- Allstar Dance Company offers discounts to those who attend more than one style of dance with us – this can be seen within our membership packages.
- Discounts are not guaranteed and may change/alterd at any time.

#### Section 8 – Workshops/Holiday Camps/Events

- Payment for workshops/holiday camps must be paid by the date stipulated by Allstar Dance Company at the time of booking. Payment can be made through the online booking system via our website [www.allstardancecompany.co.uk](http://www.allstardancecompany.co.uk)
- No refunds: all tickets sales and enrolment fees are final. No refunds, transfers or credits will be issued for any reason, included but not limited to changes in personal circumstances, scheduling conflicts, illness or failure to attend.
- Event cancellations: In the unlikely event that the dance workshop/holiday camp/event be cancelled by the organiser, participants will be notified and appropriate compensation may be offered at the organisers discretion.
- Changes to event details: The organiser reserves the right t make changes to event details (such as time, location or instructors without prior notice. these changes do not entitle participants to a refund.
- Participant responsibility:It is the participants responsibility to ensure their availability on the date and time of the event. No refunds will be provided for missed events or tardiness.
- Force Majeure: The organiser is not responsible for cancellations due to circumstances beyond their control, such as extreme weather, government regulations or other emergencies. In such cases no refunds will be issued.

## Section 9 – Activity Provider

- Allstar Dance Company is an activity provider. It is at the sole discretion of the Parent/Legal Guardian to leave the grounds of any site where ADC carries out classes whilst a child attends for the duration and should only do so under the trust and knowledge that their child is competent enough to look after their self and attend toilet facilities on their own. ADC Teachers are enhanced DBS checked and First-Aid trained and will always ensure the health, safety and

security of students is of primary importance at any classes however ADC and ADC staff cannot provide personal care - this remains the responsibility of the Parent/Legal Guardian. Teachers are there only for the supervision of the activity to ensure it is conducted appropriately and safely. We recommend parents wait in a designated area during class to avoid distracting the students.

#### Section 10 – Photography/Marketing

- We must have your full and explicit consent to take photography or record videography for either yourself or for your child if they are under the age of 18. Your consent may influence some of the activities your child is able to take part in – you can update your preference via your Class4Kids account.
- Parental filming/photography is permitted – only for your own child. Any material or footage taken must not include any other children. In such cases where other children are in your photography or footage, this must be erased by the person responsible and especially not shared on any platform unless permitted by the child's parent/guardian(s).

#### Section 11- Privacy

- As a parent/attendee, you have the right to request that your information is: corrected, changed, or completely removed – you can contact us directly at [info@allstardancecompany.co.uk](mailto:info@allstardancecompany.co.uk) to do this and to request information on the data we hold about you. You can read our full privacy policy, including all other ADC policies on our website [www.allstardancecompany.co.uk](http://www.allstardancecompany.co.uk)

**Last Updated 21st September 2024**

[info@allstardancecompany.co.uk](mailto:info@allstardancecompany.co.uk)

[www.allstardancecompany.co.uk](http://www.allstardancecompany.co.uk)