

## The Lisa Jane School of Dance

### Terms and Conditions

#### ENROLMENT-

- All new parents must promptly complete the "enrolment" section of the customer portal in order to register their child for classes in the school. We require full contact details for students & their parents/guardians. Please refer to our data protection policy for how this information is used & stored.
- New students can register under a temporary enrolment for up to 3 consecutive sessions per genre on a week by week basis. If a class becomes full during this time with students under a permanent enrolment basis you will be put on a waiting list to attend further sessions.
- To have an ongoing space held for you in our classes you will need to fully enrol under a permanent enrolment. There is an enrolment fee of £20.00 (inclusive of a dance school goody bag) which must be paid in full to secure your space for future terms.
- If you do not attend a term of classes without giving prior notice as requested, see below, you will need to enrol again for future terms and pay the registration fee above.
- Via our school portal you have the access to make all necessary changes and updates to your contact & medical details. Please check this regularly so that we are kept informed and our database is up to date.
- Regular attendance is required and encouraged. If you are going to miss a class please notify us via the customer portal in advance. There is an option to report an absence.

#### ATTENDING CLASSES-

- All students are expected to behave in a polite and helpful manner - dancing requires discipline. If a student behaves in a disrespectful or disruptive manner they will be asked to leave the class and wait in the reception area until a parent/guardian arrives to collect them.
- Teachers and staff have an obligation to treat all students and their parents politely and with respect. We have an expectation that we will also be treated in the same manner. Any issues should be dealt with directly with the teacher or principal privately.
- Appropriate dancewear or uniform is to be worn for all classes. Please ask for assistance if you are not sure how/where to purchase uniform, full details can be found on our website. Correct uniform must be worn for all syllabus classes and for examinations.
  - Hair should be neat and tidy for all classes, for long hair a low bun is required for ballet & acro.
  - Please bring your own named water bottle to class if you feel you will need a drink during or after class.
- Dance shoes must only be worn in the studio - not to be worn outside (if the soft sole of ballet shoes becomes wet or dirty it can affect performance, as will the soft metal on tap shoes -these scratch and damage our floors easily).
- Please do not bring any unnecessary/valuable items to class. The Lisa Jane School of Dance cannot be responsible for any lost items.

#### PAYMENT/FEES-

- Fees are to be paid at the start of each payment term (a half term) these dates are published on our term dates at the start of each academic year.
- We aim to produce invoices with a 14 day payment period, there may be occasions where the payment period is shorter due to deadlines set by exam boards or events organisers we work with. You will be notified of all payment dates with all event or exam information. Please consider if you are able to make the payment by the required date before making a commitment.
- Late payments will be subject to a £10.00 late payment fee. This includes payment for classes, events and exams as we can be subject to late payment fees by our exam boards etc.
- One payment terms notice is required via email if you wish to withdraw from a class. The student is encouraged to attend their class during their "notice period". *For example, we should be notified at the start of payment term 4 if the student doesn't want to continue in term 5. The full invoice for term 4 is still due.* This is standard practise within dance schools as we may need to alter our timetable/schedule.
  - Once we have produced an invoice for the half term your space is then reserved in that class so the fee must be paid.
  - Ongoing enrolment as a member of the school is for the entire half term block of classes.
- The Lisa Jane School of Dance reserves the right to remove any student from their classes this includes for behavioural reasons or late payments. Any students with outstanding balances on their accounts will not be eligible to take part in exams, performances and additional events until the amount is cleared and lessons have been paid for.
- We cannot give any refunds for missed classes due to illness, holidays or other commitments. Refunds are given on the rare occasion that classes need to be cancelled due to staff illness and this will often be deducted from the following terms invoice.
- Please speak to the principal if you have any long term injury or illness. It is at our discretion if we feel we can offer classes on a more flexible basis due to extreme circumstances.
- "Holiday sessions" and classes running outside of term time will take place on a class by class basis. Each place must be booked individually for each date you would like to attend. Enrolment will not automatically be carried forward to the following week. This provides students & teachers more flexibility during the school holidays. Places are confirmed on a "first come, first served basis". We must meet a minimum enrolment to run these sessions. Specific details will be included on class information.

## USE OF PREMISES-

- We ask all students and parents use our premises with respect. We try to provide our students with the best facilities possible and continue to make necessary improvements whilst keeping up with general maintenance. If a student has been found to purposely damage either the property, facilities or resources at the dance school they will be charged to replace the damaged goods.
- Teachers are only responsible for students during their class times. Students that are dropped off early or collected late from class are welcome to use the waiting areas but teachers are likely to be scheduled to teach another class and cannot supervise them.
- We are able to offer a small amount of free parking. Please use this responsibly and be courteous to others. The Lisa Jane School of Dance cannot be responsible for any loss or damage caused in the car park. Please use an alternative area to park if you are not comfortable using our limited parking spaces.

## SOCIAL MEDIA, WEBSITE & USE OF PHOTOGRAPHS-

- The Lisa Jane School of Dance considers our social media pages as a place to celebrate positive news, events and send reminders out to our school community. We will never use social media in an unprofessional manner and only use it to help promote dance training in our local area and publish student achievements. Any photos or videos used will only feature our students in a positive light.
- Our website is frequently updated and we only use images of our own students, these may be from classes, shows or events. Photos from past students may stay on the website for a time until we make updates on the information that is published.
  - Should anyone have a reason not to appear in any photos or videos the principal should be notified of this when enrolling. Photo and video consent forms are always issued before a school show and we must be notified in advance if you do not give consent to appear so that we can make the necessary arrangements.
- Students and their parents should not use social media as a tool to publicly address any issues or concerns that may arise in classes. We would always make private contact or discuss matters face-to-face so we expect the same level of respect in return.
- The Lisa Jane School of Dance hopes that all members of the school use social media responsibly and we will not tolerate any form of bullying towards other pupils at the school. We hope to have parents/guardians full support with this.

## ADDITIONAL TERMS-

- Attending dance classes at other dance school is not permitted for students at The Lisa Jane School of Dance to ensure exam records are kept in order and to ensure secure training. There are exceptions - regional workshops, training provided by national ballet companies for example - please discuss with the principal prior to application for these kind of additional training schemes. If this creates any clashes in schedules the student will need to choose which they would rather attend. The Lisa Jane School of Dance cannot reschedule events or classes around these additional commitments. If missing many events or shows that involve group performances and letting down other members of the team, it may result in students not being asked to participate in future events.
  - Any adjustments to class schedules, will be done with as much notice as possible. We try our best to accommodate our students but this is unfortunately not always possible.
- All contact regarding classes and student queries should be made to the school principal via the schools email address or phone number. There are occasions where contact via mobile number or social media messages can be used when at external events in case of an emergency. Please be respectful of how frequently these are being used and the day/time contact is being made.