

## FEE PAYMENT

Fees are collected through a 12 monthly subscription. Please note, 39 operational weeks are billed across 12 monthly payments.

1.1) You can cancel your subscription at any time. One final subscription payment will be collected following the notice to leave to cover remaining classes in that month. Once you give notice to leave The Performance Hub, you will be notified of your final subscription payment date.

2) Discounts or refunds will not be given for classes missed by the pupil, unless explicitly arranged with the principals prior to the date.

2) subscriptions are expected to be paid on the 1<sup>st</sup> working day of each month. If you do not receive an invoice, please advise the principals.

3) We offer a one week trial session. If the student decides to join the class, he/she/the parents/carers should complete The Performance Hub registration form which consists of emergency contacts, social media consent and GDPR consent. The client must then pay the registration and one-off admin fee of £20.00 which covers admin fees and includes a Performance Hub t-shirt. A subscription will then be issued for the remaining fees.

4) The only method of payment is via online bank transfer / BACS. The BACS details are on the invoice which you will be supplied with for the half term fees.

5) All fees are non-refundable. If a pupil has a long-term illness or injury, fees may be refunded at the principal's discretion. This does not include minor illness or holidays taken during the term.

## CLASSES AND ATTENDANCE

6) On the rare occasion that a class is cancelled, you will be credited the class(s) amount to your customer account.

7) The Performance Hub will not be held responsible for classes cancelled for circumstances beyond the school's control. If it is necessary to cancel a class due to adverse weather conditions / a force majeure / hall unavailability.

8) Students must be on time to class, and be picked up on time.

9) Any child left unattended at the end of their class will be kept inside the locked building, but we may be unable to supervise them due to staff availability.

10) Parents understand that if they are late picking their child up, their child will not be supervised and the parent takes full responsibility for their child's safety and wellbeing should anything happen to them after their class time has ended.

11) Parents will drop and pick students at the door of each building and then must leave following the teachers/assistants direction towards the exit route.

#### CORRECTIONS

13) Dancing is a physical skill and in order to help and facilitate the student's learning, the teacher may physically guide a movement by touch. This will be in a professional manner and the intention of the contact will be made clear. Please contact Jess or Grace if you have any queries about this.

#### UNIFORM AND APPEARANCE

14) We ask all students to wear the recommended uniform for each class. A T-shirt will be provided as stated above (3) Additional uniforms can be ordered through the school, please contact Jess on 07825535627 or [Info@performance-hub.co.uk](mailto:Info@performance-hub.co.uk)

Footwear is required for some classes, even during our trial sessions. Our ballet classes require ballet shoes, our Jazz / Musical Theatre classes require black jazz shoes and Street classes require trainers.

Bare feet are required for our Acro classes.

Hair should always be off the face and neckline, neat and tidy. Shorter hair should be held back securely with clips and/or a hair band.

For safety reasons, jewellery must not be worn in lessons.

#### LOST PROPERTY

15) Students are responsible for their own property and bring items at their own risk. The Performance Hub does not accept responsibility for any items lost or stolen. If an item is left the Performance Hub will keep it for one week and then will dispose if not collected.

#### WATCHING CLASS

Parents are not permitted to watch the classes, as this can be distracting for pupils.

At the principal's discretion we will offer parents an opportunity to watch during a class to see children's work at the end of the Autumn and Spring term.

#### PHOTOGRAPHY

The School may wish to take occasional photographs or videos of our students for advertisement of

the school. The use of these can include our website, social media and printed material. Please see our GDPR consent form for more information.

Parents are permitted to take photos during workshops/when watching class unless another parent in the class objects on the day. The teachers will always ask everyone's permission before the demonstration class begins. We ask parents to refrain from recording/videoing the class for child protection and copyright reasons.

#### DATA PROTECTION

When you give us your details we promise to keep them secure and not share them with a third party.

We may use your data to contact you in relation to;

- News updates about the school
- Information relating to lessons/exams/show details
- Invoicing
- Emergency notifications (such as changes to planned lessons, cancellations etc.)
- Records of invoices paid and outstanding (and any agreed payment terms)
- Any other information relevant to the school and your/ your child's lessons and progress.

In addition, we will use any data relating to medical conditions to ensure that we are able to provide a safe environment for you/your child.

#### OTHER

The school timetable may be subject to change. Parents/carers will be notified of any changes.

Dancing is a physical activity and contains a certain amount of risk. Students taking part in any of our classes or events run by The Performance Hub do so at their own risk.

If students and/or parents break the terms and conditions, they may be asked to leave by the principals and no refund given.

Any queries and complaints should be addressed to the principals only.

Our Safeguarding and Child Protection Policy and Coronavirus Risk Assessment is available on request. Please contact the principal for more information.