

Richmond Dance Collective – Terms and Conditions (2026–2027)

1. Purpose

These Terms and Conditions form a binding agreement between you (the parent/guardian) and Richmond Dance Collective ("RDC"). By enrolling your child in RDC, you agree to abide by these Terms in full.

2. Policy

2.1 Enrolment and Fees

- Taster sessions are offered where space allows and only for the class you intend to enrol in.
- Fees are based on a standard 12-week term and must be paid in advance. Term lengths may vary slightly throughout the year and may be shorter or longer than 12 weeks.
- Mid-term joiners will be invoiced pro-rata.
- Payment must be received within 14 days of invoice date unless otherwise stated.
- Enrolment is only confirmed upon full payment and submission of the enrolment form. Verbal confirmation does not secure a place.
- Email receipts are sent for all payments. Hard copies are available upon request.
- Late payments will incur a £10 administration fee.
- All fee-related queries should be directed to: info@richmonddancecollective.co.uk

2.2 Trial and Taster Sessions

- Single-session tasters (e.g. a trial of a standard weekly class) are charged at £5 per session.
- Each student may trial a given class once only.
- Trial fees are non-refundable once the session has taken place, in line with our absence policy at 2.3 below.
- Completing a taster does not guarantee a permanent place in the class; continuation is at RDC's discretion based on suitability and available space.
- Longer trial periods (such as a six-week trial for a competition or pre-competition class) are charged at the standard weekly class rate for that period, rather than the £5 taster rate, reflecting their longer duration.
- A £10 registration fee applies to all new enrolments. This fee is waived if enrolment is completed within 7 days of the student's taster session.

2.3 Absences and Withdrawals

- Refunds are not issued for absences due to illness, injury, or other reasons.
- No class replacements are offered for missed sessions.
- Students are assumed to continue each term unless written notice is given.
- To withdraw, written notice must be submitted to the school six weeks before the end of term.
- Written notice of withdrawal must provide no less than six weeks' term-time notice. Where notice is insufficient, the parent/carer remains liable for fees covering the balance of the six-week notice period, which may extend into the following term.
- RDC reserves the right to retain any paid fees to cover this obligation.

2.4 Changing Classes

- Class changes mid-term are subject to availability and not guaranteed.

- End-of-year priority is given to current students when selecting classes for the following year.
- RDC may adjust class duration if enrolment numbers are low.

2.5 Multi-Class Discount

- Students enrolling in more than one class per week are eligible for a multi-class discount, applied automatically at invoicing on a per-student basis.
- The discount applies per individual student according to the total number of classes that student attends, regardless of how many children are enrolled from the same family. Where a family has more than one child enrolled, each child's discount is calculated independently based on their own class count.
- Discount structure (per student):
 - 1st class: no discount
 - 2nd class: 5% discount
 - 3rd class: 7.5% discount
 - 4th class (and any further classes): 10% discount
- Discount tiers are applied to that student's lowest-priced classes first (i.e. the discount is calculated to the family's benefit, with the most expensive class charged at full price).
- Discounts apply to standard weekly classes only and do not apply to Pre-Company/Company trial fees, workshops, private lessons, or costume/show costs.
- The multi-class discount cannot be combined with any other offer or promotional discount unless explicitly stated.
- RDC reserves the right to amend or withdraw the multi-class discount at the start of any new term, with reasonable notice given to enrolled families.

2.6 Class Cancellations by RDC

- In the event RDC must cancel an individual class session (e.g. due to teacher illness or venue unavailability), RDC will notify parents as soon as reasonably possible and will, wherever practicable, offer either a make-up session or a pro-rata credit towards the following term's fees.
- RDC does not guarantee make-up sessions where alternative arrangements are not feasible, but will not charge for sessions that do not take place due to RDC's own cancellation.
- In the event of a term or venue closure caused by circumstances beyond RDC's reasonable control (including but not limited to extreme weather, pandemic-related restrictions, venue closure, or government guidance), RDC will act reasonably and in good faith regarding fees, which may include credit towards future terms rather than a cash refund.

2.7 Teaching and Timetables

- All RDC teachers are experienced, appropriately trained, and hold the necessary qualifications and certificates.
- All staff working directly with children hold an enhanced DBS (Disclosure and Barring Service) check, renewed in line with safeguarding best practice.
- Staff are regularly monitored for quality, safety, and compliance.
- RDC may change teaching staff or timetables as needed.
- Classes with low enrolment may be cancelled or merged, and RDC will attempt to offer alternatives.

2.8 Child Safety and Physical Contact

- Parents must inform RDC in writing of any medical conditions or changes to pick-up/drop-off arrangements.
- Students are required to wear the Richmond Dance Collective uniform and appropriate RDC-approved footwear to all classes.
- Children who are seriously unwell or injured must not attend class. RDC reserves the right to exclude any student if deemed unfit for participation.

- Disruptive students may be asked to sit out or may be withdrawn from the school at RDC's discretion.
- Children are not permitted to leave without being collected unless a signed Independent Travel Form is submitted.
- Only registered students may participate in classes.
- Observation is permitted during designated "watching weeks" (typically end of term) and only with prior permission.
- Photography or filming by parents/guests is only permitted with the teacher's approval.
- Dance instruction may, where appropriate and necessary, involve brief, professional physical correction (e.g. adjusting posture, alignment, or positioning) by teaching staff. By enrolling, parents consent to this form of contact, delivered in line with RDC's Code of Conduct and safeguarding policy. Parents may request that a particular teacher avoid physical correction with their child by notifying RDC in writing.

2.9 Injury, Illness, and Incident Reporting

- Any injury or incident occurring during a class will be recorded on an incident report and shared with the parent/guardian on the day it occurs, or as soon as reasonably possible.
- Parents must ensure emergency contact details are kept up to date.

2.10 Insurance and Liability

- RDC holds public liability insurance; a copy of the current certificate is available on request.
- Dance, by its nature, involves physical activity, and some risk of injury is inherent. RDC is not liable for injury or illness arising in the ordinary course of participation, save where this results from proven negligence on the part of RDC or its staff.
- RDC's liability to any parent/guardian in connection with these Terms is limited, in aggregate, to the fees paid by that family for the relevant term, except in respect of death or personal injury caused by RDC's negligence, which cannot be limited or excluded by law.
- RDC is not liable for personal belongings lost, damaged, or left on the premises.
- By enrolling, you confirm your child is fit to participate in dance activities.

2.11 Code of Conduct

All parents and students must adhere to RDC's Code of Conduct (provided separately). Failure to comply may result in removal from classes, without refund of fees paid.

2.12 Privacy and Data Protection

- Personal data is handled in accordance with UK GDPR and the Data Protection Act 2018.
- Your information is used solely for RDC administrative purposes (registration, invoicing, communications, safeguarding, and health and safety) and is not sold to third parties.
- Personal data is retained for the duration of enrolment and for [PLACEHOLDER — e.g. 24 months] after a student leaves RDC, to meet insurance, safeguarding, and accounting obligations, after which it is securely deleted.
- Notify RDC of any changes to your contact details.
- You may request access to, correction of, or deletion of your data at any time by emailing info@richmonddancecollective.co.uk.

2.13 Photography, Filming, and Media Consent

- RDC may photograph or film classes, rehearsals, and shows for the following purposes, each requiring separate consent recorded on the enrolment form:
 - (a) Internal RDC use (e.g. teaching review, class records);
 - (b) Marketing and social media (e.g. RDC's website, Instagram, Facebook).
- Consent for (b) may be withdrawn at any time by emailing info@richmonddancecollective.co.uk; this will not affect a child's ability to participate in classes.

2.14 Intellectual Property

All RDC class content, choreography, stories, and materials are the intellectual property of the Principal and protected by copyright. You agree not to copy, reproduce, or use RDC materials for personal or commercial use.

3. Concerns and Complaints

RDC values open communication with parents and guardians. For concerns or feedback, please email info@richmonddancecollective.co.uk. We aim to acknowledge all concerns within 5 working days and to resolve them within 20 working days.

If a complaint cannot be resolved directly, either party may seek independent mediation before pursuing further action.

4. Governing Law

These Terms are governed by the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.