



Terms and conditions

Privacy policy.

1.Introduction

By enrolling your child to Step-In Time Theatre School, you accept the terms and conditions. A signed agreement will be asked when booking from the parent/Guardian. The agreement will be between you and Step-In Time Theatre School.

1.1 These Terms and Conditions apply to our holiday club at Step-In Time Theatre School and those who are booking.

1.2 For any bookings for Step-In Time Theatre School Holiday club, all parents and guardians must consent to these Terms and Conditions. This will be done by either a signature or a tick box when submitting an electronic application online.

1.3 Any changes to the Terms and Conditions will need a written update and an approval from Step-In Time theatre school and Principal.

1.4 "Holiday Club" refers to workshops run by Step-In Time Theatre School during the breaks between school terms.

1.5 "Principal" refers to the principal of Step-In Time Theatre school.

2.Holiday clubs

2.1 Step-In Time Theatre school supplies a full-time holiday club, during the school holidays. This includes October half term, Christmas half term, February Half term, Two weeks during the Easter break and 4 weeks of summer holidays. Step-In Time Theatre school does not run during the bank holidays.

2.2 Step-In Time Theatre school releases the holiday clubs' dates on the website provided (step-intimetheatreschool.co.uk). These dates are parallel to the holiday dates at Limetree Primary School.

2.3 Children need to be dressed in comfortable wear; we do a lot of physical activities. We suggest a change of clothes for younger children.

2.4 The Holiday club Opens at 8:00 am and the introduction and warm-ups start at 8:30am, We would recommend not to be any later than 9 am. The club finishes at 3:15pm, doors open for parents at 3:00pm.

2.5 Our extended days 3:30pm-6:00pm can be booked in advance or ad hoc. The fee is £10 per child per day. If the services are needed a text or email wanting a space is necessary. A reply will be sent to confirm. It is possible to ask on the morning of, and then the teacher will take note.

2.6 Drop offs

- Doors open at 8 am and warmups/introduction begin at 8:30.
- Lessons start at 9 am
- Parents/carers are encouraged not to stay or enter the building due to our safeguarding policy and the children's independence. There will always be an adult to help if necessary.
- Our day will begin activities based on the week's theme. At the end of the week there will be a live performance for friends and families to see. (see 3.0 for more information)
- It is the parent's responsibility to make sure the child has a healthy packed lunch, water and a change of clothes for the day.

2.7 Pick up

- For our basic day, our pickup is between 3:00pm and 3:15. Leaving 15 minutes to set up for our extended day.
- If the child is picked up after 3:30pm you will be automatically be charged an extended day fee.
- Parents/carers must wait outside the located area for a teacher to then call their child. Adults must not enter the building.
- If someone else is picking up your child, you must let Amy Goater know. You must provide a name and a password. This can be done face to face or through email/text.
- If the change of a pickup is at the last minute, I must speak to the parent/carer to verify and confirm. (this includes extended club)

2.8 Packed lunch and snacks

We do not supply snacks or packed lunches at Step-In Theatre School. It is the responsibility of the parent/carer to supply snacks and lunches for the child/children for each day.

We have snack breaks at 10:00 am, Please supply a healthy choice for your child to pick. Our lunches then take place at 12:00. We encourage all children to eat as much as they can due to the children using lots of energy.

We have no sharing rules, this cuts anyone getting a chance of an allergic reaction.

2.9 No nuts.

We have a strong no nuts policy. Please do not let your child/children have anything that holds nuts.

Step-In Time will notify parents if there is a particular type of food that is not allowed due to a allergy.

2.10 You must book your child through our website. (see 4.0 for more information)

3. Performance Day

At Step-In Theatre School we will spend the week rehearsing a themed show. This will then be performed on the last day of the week at 3:00pm. Friends and families will be welcome to come and watch the performance.

In some cases, we maybe only be allowed to be offered 2 seats per child, this will be due to the volume of children. If this is the case parents will notify at the start of the week.

Children can dress up as they wish for the performance day, a guideline will be sent out at the start of week. We do not expect anyone to go and buy anything new, themes will be based around what children would have at home.

Our performance will consist of what the children have been learning all week. We will encourage everyone to take part but are very understanding if the child gets stage fright. We will use all our knowledge and experience to encourage the child to take part.

We say that all children cannot get the main part, but every child will be part of the show. At Step-in Time we like everyone to have a fair chance, and everyone will be present on stage either as a large group or small group. We will notify the parent if a child does not want a speaking part.

We understand that not everyone will be able to make it to the performance. We will record one of our rehearsals.

At our live performance we encourage everyone to sit back and relax and watch the live performance, but we understand that some may want to record. However, we ask if there is footage or photos showing any performance that includes children other than your own, not to be shared on social media and to be kept for personal use. (please see section 9.0 for more information)

4. Enrolling and booking students

4.1. All bookings must be made through the website provided. This will then take you to an external website who does our booking.

4.2 We recommend booking in advance to avoid disappointment. If we are fully booked on the website, please do not hesitate to email in to ask, but we cannot guarantee a place.

4.3 When booking, an information form must be filled out which includes details of the child, medication, SEND needs and emergency contact number. (See 11. For data protection).

4.4 We only offer a week's booking. We do not offer day bookings. This makes the rehearsal and casting easier and fair for the attending children.

4.5 At this moment, we do not accept childcare vouchers. This is because we are an independent school.

4.6 If Step-In Time Theatre school is unable to accept a student due to capacity reasons, the student will be placed on a waiting list (at parents' discretion). The waiting list works on a first come first served basis.

4.7 The fee of the 2023 holiday club is

£145 per week per child.

We offer an extended day for £10 per child per day.

We do not run during bank holidays. The fee for the school will stay the same if there is a bank holiday but the fee will only be changed if the holiday club is only open for 3 days.

4.6 Step-In Time Theatre school holds the right to put up the fees. This will be done in plenty of notice. The fees will reflect inflation and the price of the venue. A 5-month review will take place for fees.

4.7 Step-In Time Holiday Club offers creative care for children 4-12 years old. Children who are 4 years old must be in reception.

5. Cancelling and refunds

5.1 If you decide to cancel your child's place at Step-In theatre school, holiday club, we do not offer refunds. We can transfer you on another holiday throughout the year.

5.2 We understand that certain circumstances will lead to needing to cancel. Email the email provided (step-intimetheatreschool@outlook.com) and will deal with situations accordingly.

5.3 Refunds are not included when the child has spent a full day at the club and does not enjoy it. This includes those who do not turn up or are absent for sickness. (See 5.2 for other enquires)

5.4 If you need to change your week (during easter or summer) Please contact step-intimetheatreschool@outlook.com

5.5 In an unlikely case Step-In Time Theatre School may have to cancel, this could be due to not enough children or no access to school. If this does occur, the principal will take responsibility for finding another venue close to Limetree Primary School or will give a full refund.

6.Parent and Guardian responsibilities

6.1 Parents/guardians must drop their child off at the designated area, we must receive written permission if any child is walking in or home on their own. Children cannot be picked up by anyone under the age of 16.

6.2 It is the parents/guardian's responsibility to supply snacks and lunch for the day, every day. This includes a refillable bottle and change of clothes (depending on ages)

6.3 Parents/guardians must email or text to let the principal know that their child is not attending for that day.

6.4 Parents/guardians must inform the principle or teachers of medication. The medication needs to be in a bag and named. This needs to be collected at the end of the day.

6.5 All communication should be done through the number provided or email address. This includes lateness, absence, change of pick up, adding extended hours.

7.Handling complaints.

7.1 All complaints must be communicated to the Principal of Step-In Time Theatre school, this can be done through email or face to face. We will sort out any complaints effectively and as quickly as possible. We ask kindly that this is done in a polite way.

7.2 We take complaints made against a teacher very seriously. Any complaint against a teacher will be dealt with at once. There is a system in place where a student, parent or teacher can contact the

8.1principal and discuss this with a serious matter. The system is used in respect of all cases in which the alleged that teachers -

Behaved in a way that has or may harm a child. A possibility that a committed a criminal offence against or related child. If the teacher has behaved towards a child/child, it shows they would pose harm and risk to children.

8. Personal property

8.1 Step-In Time Theatre School takes no responsibility for any lost or damaged property. We recommend that children leave their personal belongings at home.

8.2 Step-In Time Theatre school is hiring out an external venue, we ask that everyone treats the venue with respect. Anyone seen damaging the venue will be reported and asked to pay for the damage.

9. Safeguarding

9.1 We take safeguarding seriously and have our own safeguarding policy. This can be viewed on our website. All members of staff at Step-In Time Theatre school will all have updated DBS.

9.2 What we'll do as part of our safeguarding policy we will:

- promote and priorities the safety and wellbeing of children and young people value,
- listen to and respect children
- ensure robust safeguarding arrangements and procedures are in operation
- adopt safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognize, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people.
- ensure appropriate action is taken in the event of incidents or concerns of abuse and support provided to the individual(s) who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- record and store information securely, in line with data protection legislation and guidance [more information about this is available from the Information Commissioner's Office]
- prevent the employment or deployment of unsuitable individuals by recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- appoint a nominated safeguarding lead for children and young people, (Amy Goater) safeguarding
- develop and implement an effective online safety policy and related procedures

- share information about safeguarding and good practice with children and their parents via leaflets, posters, group work and one-to-one discussions make sure that children, young people and their parents know where to go for help if they have a concern

The policy and procedures will be widely promoted and are mandatory for everyone involved in [Step-In Time Theatre School]. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal or exclusion from the organisation.

9.3 Is against our safeguarding rules for any child/young adult to add a member of staff to their social media.

10.Photos and video policy

10.1 All parents/guardians will consent to their child's registration for Step-In Time Theatre School to take photos and videos of their child. Our photos and video are exclusively for Step-In Time theatre school. This would be used for promotion, marketing purposes only.

10.2 If you have consented for your child's photo to be used on our website or social media, we will make sure that we follow our strict safeguarding policy and the child will not be named, without the parents' permission.

10.3 In most cases, we record the rehearsal for those unable to make it to the performance. This will be uploaded to a private account on YouTube that it has restricted access to.

10.4 We understand that many children are not allowed for photos due to safeguarding; we respect this and once informed, the child/children will not be included in any footage.

10.5 We asked for any footage taken at our shows to be kept for personal use and not to be shared on social media.

11. Health and Injuries

11.1 Parents/Guardians must inform Amy Goater or the staff of any existing injury or medical condition. We take no responsibility for any injury if we are not informed. IF you are unsure if you child should take part in our activities, please consult a professional doctor or practitioner

11.2 If your child requires medication, this must be told on the registration form. The medication should be bagged and labeled. We have the right to refuse to administer medication – especially if Amy Goater or members of staff feel unexperienced. Report if the medication needs to be given, and this can be discussed through email. This excludes EpiPens, and asthma pumps.

11.3 If agreed by the school all medication needs to have clear instruction such as times, dosage, date and emergency contact details. The medication must be dropped off on arrival and picked up at the end of the day. The medication will be stored at the front of the classroom away from other children's access.

11.4 There will be a first aider on site, always. First Aid will be administrated by a qualified aid.

11.5. We ask that all children attend the holiday club in comfortable, practical clothes and footwear.

12. Data protection

Our data protection is for our students, parents and staff members. You can find our policy on our website.

12.1 The purpose of the Data Protection Policy is to support the 10 Data Security Standards, the General Data Protection Regulation (2016), the Data Protection Act (2018), the common law duty of confidentiality and all other relevant national legislation. We recognize data protection as a fundamental right and embrace the principles of data protection by design and by default.

12.2 Data will be collected through our website and external booking company. This will only be used by the Step-In Time Theatre School for contact with the parents/guardians.

12.3 Step-In Time Theatre School owns all the rights to its name, website and information.