

Starcast

PERFORMING ARTS SCHOOLS

TERMS & CONDITIONS



These Terms & Conditions apply to all students attending Starcast Performing Arts Schools and form part of the agreement between Starcast, the Student and/or their Parent/Guardian.

1. Fees & Payment

- 1.1** All fees are payable by the invoice due date stated on the relevant invoice.
- 1.2** Payment must be made in accordance with the payment instructions provided by Starcast Performing Arts Schools.
- 1.3** Where payment has not been received by the invoice due date, the Principal will issue a late payment reminder.
- 1.4** If payment remains outstanding 48 hours after the late payment reminder, a 5% late payment fee will be added to the outstanding balance.
- 1.5** Where fees remain unpaid, the Student's place at Starcast may be placed on hold, and the Student may not be permitted to attend classes until the account has been brought up to date or a satisfactory payment arrangement has been agreed with the Principal.
- 1.6** If payment has still not been received within two weeks of the original invoice due date, and no satisfactory payment arrangement has been agreed between the Parent/Guardian/Student and the Principal, Starcast reserves the right to take further steps to recover the outstanding balance.
- 1.7** Such steps may include referral to a debt recovery agency and/or pursuing the outstanding amount through the Small Claims Court, where appropriate. Any reasonable costs associated with recovering an unpaid debt may also be sought where legally permitted.

2. Notice of Leaving

- 2.1** We require a minimum of six weeks' written notice when a Student wishes to leave Starcast Performing Arts Schools.
- 2.2** Notice should be provided directly to the Principal in writing.
- 2.3** Where six weeks' notice is not provided, the Parent/Guardian/Student will remain liable for six weeks of applicable term fees, regardless of whether the Student continues to attend during that period.
- 2.4** Providing notice does not remove the responsibility to ensure that all outstanding fees are paid.

3. Trial Sessions

- 3.1** Trial session fees must be paid in full before the Student's trial session takes place.

3.2 Trial fees must be paid in accordance with the individual school's email correspondence and payment instructions provided to the Parent/Guardian.

3.3 A trial place is not confirmed until the required payment has been received.

4. Attendance & Student Places

4.1 A Student's place at Starcast is reserved specifically for them and fees are payable in accordance with the agreed payment terms.

4.2 Non-attendance does not automatically remove the requirement to pay applicable fees.

4.3 If a Student is absent from a class, the usual fees remain payable unless otherwise agreed by the Principal.

5. Communication

5.1 Parents/Guardians are responsible for ensuring that Starcast has accurate and up-to-date contact information.

5.2 Important information regarding fees, invoices, classes, rehearsals, performances and other matters may be communicated by email or other designated Starcast communication channels.

5.3 Parents/Guardians should contact the Principal as soon as possible if they are experiencing difficulty making a payment. Starcast will consider reasonable payment arrangements where appropriate and where agreed in advance.

6. Agreement to Terms

6.1 By enrolling a Student at Starcast Performing Arts Schools, or by accepting a place following a trial session, the Parent/Guardian and/or Student confirms that they have read, understood and agreed to these Terms & Conditions.

6.2 Starcast Performing Arts Schools reserves the right to update these Terms & Conditions where necessary. Parents/Guardians will be notified of any significant changes.

A NOTE FROM STARCAST

We understand that circumstances can change. If you are experiencing difficulties with payment or need to discuss your child's place, please speak to your Principal as early as possible. We are always happy to discuss matters where a clear and satisfactory arrangement can be reached.

7. Use of Personal Information

7.1 Starcast Performing Arts Schools will collect and process personal information relating to Students and their Parents/Guardians in accordance with applicable data protection legislation, including the Data Protection Act 2018 and UK GDPR, and Starcast's Privacy Policy.

8. Health & Safety

8.1 The safety and wellbeing of our Students is extremely important to us. Parents/Guardians must provide accurate and complete information about any known medical conditions, injuries, allergies, additional needs or other circumstances that may affect a Student's participation. Any changes must be notified to the Principal in writing as soon as possible.

8.2 If you are unsure whether a Student is fit or able to participate in a particular activity, please seek appropriate medical advice before enrolling or participating.

8.3 Any medication needs required for a student during their sessions should be discussed with the relevant school Principal.

8.4 Students must wear suitable clothing and footwear appropriate for the activity. Where a Starcast uniform or specific dress requirements apply, these must be followed.

8.5 If a Student becomes unwell or has an accident that requires medical or emergency attention, Starcast will contact the Parent/Guardian using the emergency contact details held on record. A responsible emergency contact must be contactable whenever the Student is attending a Starcast activity.

8.6 Parents/Guardians are responsible for ensuring that all emergency contact and relevant medical information held by Starcast remains accurate and up to date.

9. Personal Property & Liability

9.1 Students are responsible for taking reasonable care of their personal belongings. Starcast cannot accept responsibility for personal property that is lost, stolen or damaged while attending a Starcast activity.

9.2 To the fullest extent permitted by law, Starcast's liability in connection with these Terms & Conditions will be limited to the amount of the fees paid for the specific Starcast activity to which the claim relates.

10. General

10.1 Starcast reserves the right, acting reasonably and in the interests of the Student community, to refuse a Student entry to a class, session or other Starcast activity where the Student's behaviour is considered unacceptable, disruptive, unsafe or inappropriate.

10.2 Starcast may make reasonable changes to timetables, venues, teaching staff, advertised programmes or the way activities are delivered where this is necessary due to illness, staff availability, venue issues, technical difficulties or other circumstances beyond our reasonable control. This may include moving an activity online.

10.3 If Starcast needs to cancel a session, the Principal will provide as much notice as reasonably possible. For last-minute cancellations, notification may be provided by email, text message, telephone or through an official Starcast communication channel. Parents/Guardians are responsible for ensuring that Starcast has current contact details.

- 10.4** Where a Starcast session is cancelled by Starcast, we will endeavour to provide a suitable replacement session, alternative venue, alternative time or online provision where reasonably possible. If an appropriate alternative cannot be provided, Starcast will refund the relevant fee for the cancelled session where applicable.
- 10.5** Where a Student is unable to attend a Starcast activity due to illness, holiday, personal circumstances or a decision not to attend, fees are not normally refundable.
- 10.6** Students must be collected promptly at the end of their session unless a different arrangement has been agreed in advance. Starcast cannot provide supervision after the scheduled end time.
- 10.7** Starcast reviews its fees periodically and reserves the right to increase fees where necessary. Parents/Guardians will be given appropriate notice of any applicable fee changes.
- 10.8** These Terms & Conditions, together with any applicable invoice, enrolment confirmation, acceptance letter or written agreement, form the agreement between Starcast and the Parent/Guardian/Student in relation to the relevant Starcast activity and supersede previous arrangements relating to that activity.
- 10.9** If any provision of these Terms & Conditions is found to be unlawful, invalid or unenforceable, that provision will be treated as separate from the remaining provisions, which will continue to apply.
- 10.10** These Terms & Conditions are governed by the laws of England and Wales. Any dispute arising in connection with them will be subject to the jurisdiction of the courts of England and Wales, subject to any rights a consumer may have under applicable law.