



TERMS AND CONDITIONS

1. Introduction: Who We Are and How to Contact Us

Elevations Dance is a dance school operating from multiple venues across North Leeds. Our mission is to provide a fun, welcoming, and safe environment in which students can learn, grow, and thrive through the art of dance.

All of our instructors are professionally qualified and hold membership with recognised teaching organisations including, but not limited to, the Royal Academy of Dance (RAD), International Dance Teachers Association (IDTA), and Imperial Society of Teachers of Dancing (ISTD). This ensures our students receive instruction from experienced and accredited professionals, with structured progression opportunities and access to dance examinations.

Contact Information:

For all enquiries, please email: hayley@elevationsleeds.com

2. Booking Process and Agreement

All dance classes must be booked in advance. By completing the membership form and attending our classes, you are deemed to have read, understood, and accepted these Terms and Conditions in full.

New students may join at any point during the year, subject to class availability/suitability. Fees will be pro-rated for mid-term enrolments.

If a third party completes the registration on behalf of the parent/guardian or carer, it is the responsibility of the booking party to ensure the carer has read and agreed to comply with these Terms.

In the unlikely event of a technical error resulting in overbooking, Elevations Dance reserves the right to cancel the affected booking and provide a full refund. We also reserve the right to decline any booking at our sole discretion.

3. Booking Categories, Terms, and Fees

This section outlines the booking terms applicable to our three primary service areas:

- **3.1 Nursery Classes (Pre-School Dance)**
- **3.2 Children's Dance Classes**
- **3.3 Adult Dance Courses**

3.1 Nursery Classes – Pre-School Dance (Ages 2–4)

Class Fees & Booking

- Classes are booked and paid for online in half-termly blocks. Once you have booked and attended one block, you will have priority for the next block. If you don't re-book within priority period, you may lose your place.

Two-Week Trial Guarantee 'Grace Period' for Nursery Classes

- We understand that sometimes a class may not be the right fit, which is why we offer a **two-week trial guarantee**.
- If, after attending your first or second class, you feel the class is unsuitable, simply email hayley@elevationsleeds.com within **48 hours of attending your final trial class**, and we will arrange a refund for future classes less an admin fee of £5.00—no quibbles.
- After the two-week trial period has ended, your booking is considered accepted. Standard terms apply as a continuing member.

- Please note that we do not offer a **Pay As You Go (PAYG)** option.
- Once payment has been made, missed classes due to illness, holidays or other personal circumstances are non-refundable.

Cancellation & Refund Policy

- If you wish to cancel your place **before your classes begins**, please email hayley@elevationsleeds.com.
- Where a refund is applicable for a cancellation before the class begins, a **£10 administration fee** will be deducted. If the cancellation is less than 48 hours before the class is due to take place, the first class fee **and** the administration fee would be deductible from the refund due.
- We are unable to reserve future start dates without full payment.
- Whilst most refunds are issued within 5 working days, please allow up to 14 days before making contact.

Health, Safety & Participation

- Children must wear comfortable clothing and dance barefoot or in ballet shoes (no socks/tights for safety).
- A parent or guardian must accompany children in assisted classes, and must be willing to leave for the independent slot.
- Please do not attend if your child is unwell. Notify us in advance. Transfers are at the principal's discretion.

Media Consent

- Participation grants consent for possible use of photographs or videos for promotional purposes, unless declined in writing by emailing hayley@elevationsleeds.com
- You are permitted to photograph your own child during class; please avoid capturing other children in the frame.

Force Majeure

In the event of forced closure (e.g., severe weather, public health emergency), we will attempt to offer a replacement session. If this is not possible, affected sessions may be forfeited. If we cancel a session (e.g., staff illness), we will extend the term or issue a refund.

3.2 Children's Dance Classes

New Students

Initial Booking Process

We would recommend for you to view our timetable which is organised by school year group, making it easy to find the most suitable classes for your child.

We have a booking form for new students. Please note:

- This booking platform is for school-aged students (Reception to Sixth Form).
- Pre-School and Adult classes are booked separately.

Some graded classes (e.g. Grade 1–5, Intermediate Foundation etc.) require previous dance experience and therefore cannot be booked online. If your child has trained elsewhere, please contact us before booking so we can assess the most appropriate class.

If your preferred class is full, please contact us to join the waiting list.

Reserving Your Place

Once you have selected your chosen class, a £20 Membership Fee (plus booking fee 91p) is payable.

Your place is then reserved exclusively for your child pending attendance at their first class.

The Membership Fee initially acts as a holding fee until after the trial class.

Your First Class (Paid Trial)

Your child's first class is treated as a paid trial lesson.

After attending, please email hayley@elevationsleeds.com within 48 hours to let us know whether your child wishes to continue.

If you wish to continue

- We will invoice you for the remainder of the current term.
- Your £20 holding fee automatically becomes your annual Membership Fee.
- Your child will receive an official Elevations Academy T-shirt (Level 2 Membership).

If the class isn't suitable

- Please notify us within 48 hours of the trial class.

- We will refund your £20 holding fee less the cost of the trial lesson.

If we do not hear from you within 48 hours, we will assume you wish to accept the place and the Membership Fee becomes non-refundable, as the place has been reserved exclusively for your child.

Future Start Dates

Places cannot be reserved without payment.

Bookings Before the Start of a New Term

Bookings made during the school holidays are for the forthcoming term only.

If your child's allocated start date is the first week of term but they are unable to attend until a later date, tuition fees will still be payable from the official start date in order to reserve their place.

Example:

The Autumn Term begins on Saturday 5 September. Your child's start date is Saturday 5 September, but they are unable to attend until Saturday 12 September. Fees will still be payable from 5 September to secure the place.

Mid-Term Bookings

New students are welcome to join throughout the academic year, subject to availability.

Mid-term bookings are invoiced on a pro-rata basis from the first available class offered to your child.

If you choose to delay your start beyond this allocated date, tuition fees will still be payable from the original start date in order to keep the place reserved.

Example:

You book a place on Tuesday 22 September for a class held on Thursdays. We offer your child a start date of Thursday 24 September, but you choose to begin on Thursday 1 October instead.

Fees will still be payable from 24 September, as the place has been reserved exclusively for your child.

If the Class Isn't Suitable

If, after attending the first class, you decide the class is unsuitable and notify us via email within 48 hours, any refund due will be calculated after deducting:

- the annual Membership Fee (where applicable);
- the cost of the trial lesson; and
- the cost of any sessions reserved for your child from their allocated start date.

Changing Classes

If you wish to move to another class before or after your trial, we'll always do our best to accommodate this, subject to availability.

Cancelling Before Attending

If you cancel your booking before attending your first class, your Membership Fee is non-refundable.

Trial Class

Your first class is treated as a **paid trial session**.

After attending, please email hayley@elevationsleeds.com to let us know how your child got on.

- **If you wish to continue**, we will issue an invoice for the remainder of the term and your child will receive their complimentary Elevations Academy T-shirt as part of their membership.
- **If you decide the class is not suitable**, please notify us within **48 hours** of the trial class. Your £20 holding fee will be refunded, less the cost of the trial session.

If we do not hear from you within 48 hours, we will assume you wish to retain your child's place. The holding fee will therefore become non-refundable, as the place has been reserved and could otherwise have been offered to another student.

Existing Students

Existing students are required to renew their annual membership each academic year.

- **Level 1 Membership** – £10 per student + booking fee.
- **Level 2 Membership** – £20 per student + booking fee including an Elevations Academy T-shirt.

Returning students are given priority during the annual re-enrolment period. To guarantee your place, membership must be renewed by the published deadline.

Membership fees are non-refundable unless we are unable to offer your child a place.

If you are an existing member attending a new class for the first time, you may automatically be issued an invoice for the full term to reserve your place. If, after your trial lesson, you decide not to continue with the class, simply notify us within 48 hours by email. We will amend your invoice accordingly and remove the remaining tuition fees for that class. If you choose to continue, your invoice will remain payable as issued.

Payment Terms

- Invoices are issued during the school holidays before each new term (September, January and April).
- Full payment must be received by the end of the **first week of term**.
- Accounts outstanding after **Week 3** will incur a **£10 late payment fee**.
- Students with overdue accounts may be suspended from attending classes until the account is brought up to date.

Cancellation Policy & Your Rolling Place

Enrolment is on a rolling basis for the full academic year (September to July).

If you wish to cancel your child's place, written notice must be sent by email to **hayley@elevationsleeds.com** before the end of the current term. Verbal notice given to teachers or other members of staff cannot be accepted.

All cancellations will be acknowledged by email. If you do not receive a confirmation, it is your responsibility to contact us to ensure your cancellation has been received and processed.

Failure to provide the required notice will result in a charge equivalent to **two weeks' tuition fees**, allowing us sufficient time to offer the place to another student.

If you intend to leave part-way through a term (for example, after a showcase), notice must still be given before the school holiday immediately preceding that term. Once the term has commenced, no reductions or refunds can be applied to your invoice.

Refunds & Absence

Once a term has commenced, all fees are non-refundable.

Missed classes due to illness, holidays or any other personal commitments are not refundable or transferable.

Requests relating to long-term illness or injury will be considered at the Principal's discretion.

For students with broken limbs or similar injuries:

- If the class is full and you wish to retain your child's place, full fees remain payable.
- If the class is not full, a 50% place-retaining fee may be agreed at the Principal's discretion.
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Conduct and Behaviour

- We reserve the right to remove students from the programme for persistent disruptive behaviour. No refunds will be issued.

Force Majeure

- In the event of circumstances beyond our reasonable control, including but not limited to severe weather, public health emergencies, government restrictions or other unforeseen events, no refunds will be issued. Wherever reasonably possible, Elevations Dance will endeavour to provide a replacement class, an alternative session or an online class. If we are unable to provide a suitable alternative and the cancellation is initiated by Elevations Dance, we will consider an extension to the term or a refund at the Principal's discretion.
- If Elevations cancels a session for internal reasons (e.g., instructor illness), we will offer an extension of dates, for example, at the end of term or during the holidays. If a make-up is offered, a refund will not be given. If we cannot schedule a make-up, a refund will be issued.

Annual Show and Class Disruption

- During show season, some classes may be disrupted due to rehearsal schedules.

3.3 ADULT DANCE COURSES

Booking and Payment

- Adult classes operate on a **per-course basis**. Full payment is required upon booking.
- By booking, participants confirm they are medically fit to participate.

Cancellations & Refunds

- A **£10 administration fee** applies to any cancellation before the course begins.
- A **two-week grace period** is provided. Cancellation requests must be submitted by email **no later than 24 hours after your second class**. No refunds will be issued beyond the grace period.

Non-Attendance

- Failure to attend **three consecutive classes without notice** will result in removal from the course without refund.

Behaviour Policy

- Aggressive or disruptive behaviour will result in immediate removal from the programme with no refund.

Force Majeure

- In the event of circumstances beyond our reasonable control, including but not limited to severe weather, public health emergencies, government restrictions or other unforeseen events, no refunds will be issued. Wherever reasonably possible, Elevations Dance will endeavour to provide a replacement class, an alternative session or an online class. If we are unable to provide a suitable alternative and the cancellation is initiated by Elevations Dance, we will consider an extension to the term or a refund at the Principal's discretion.

Price Accuracy

- While we make every effort to ensure accurate pricing, errors may occur. In such cases:
 - If the correct price is lower, the difference will be refunded.
 - If higher, we will contact you before processing the booking.
- Prices are reviewed **per course**.

4. Our Right to Make Changes

We reserve the right to amend these Terms and Conditions at any time to reflect changes in relevant legislation, regulatory requirements, or internal policies. Such changes will not materially affect your enjoyment or the overall purpose of the services provided. You will be notified of any significant amendments. Continued attendance at classes following such notification will be taken as acceptance of the revised Terms.

From time to time, it may be necessary to make adjustments to:

- Class teachers
- Class times or venues
- Class content or structure

Where possible, we will give you reasonable notice of any such changes. However, some changes may be required on short notice due to circumstances beyond our control (e.g., staff illness, venue issues).

In the event of a class being cancelled due to low booking numbers, we will:

- a) Offer an alternative class or session; or
- b) Issue a full refund for the cancelled session(s).

5. Your Right to Request Changes

If you wish to make a change to your booking (including date, time, or venue), please contact us in writing at hayley@elevationsleeds.com. We will inform you whether the change is possible and confirm any impact on fees, availability, or session details.

If we cannot accommodate your requested change, or if the revised conditions are unacceptable to you, you may choose to cancel your booking. In this case, either **Section 6 (Refunds)** or **Section 7 (Termination by Us)** will apply, depending on the circumstances.

6. Refunds

Any refunds owed will be processed promptly and, in any case, within **14 calendar days** from the date the refund is confirmed in writing.

Refunds will be made to the original payment method, less any applicable administrative charges in line with **Section 3 (Fees and Booking Terms)**.

No refunds will be issued for:

- Missed classes due to illness, holidays, or personal commitments (unless otherwise specified)
- Classes disrupted by force majeure events, except where Elevations Dance cancels a session and is unable to offer an alternative

7. Our Right to Terminate the Contract

We reserve the right to terminate your contract and withdraw your or your child's place at Elevations Dance with immediate effect in the following circumstances:

- If you or your child breach any part of these Terms and Conditions and do not remedy the breach within **7 calendar days** of being notified
- If your conduct, or that of your child, poses a risk to staff, students, or the learning environment
- If behaviour consistently undermines the values and safety standards of the Academy

Termination will be confirmed in writing, and any remaining fees or refunds will be calculated as appropriate.

8. Academy Communication and Updates

It is the responsibility of the Parent/Guardian to remain informed about the Academy's operations, updates, and events. Information is regularly posted on our private Facebook group. Please request access.

We also communicate important updates via email throughout each term. We do not issue paper letters. If you are not receiving our emails, it is your responsibility to inform us promptly.

You have the right to opt out of such communications. However, if you do so, we will no longer be able to maintain our professional relationship, as this impairs our ability to communicate effectively regarding your child's involvement and progress.

9. Class Attendance and Conduct

Infectious Illnesses: Students must not attend class if they have an infectious disease.

Venues: As we operate from hired community venues, all clients are required to adhere to the rules and regulations specific to each venue, which may be displayed onsite or communicated to you at the time of booking.

Punctuality: Students must arrive on time. Entry may be denied if a student is late, especially where entry disrupts the class or the warm-up section.

Attendance: Regular attendance is essential for both class progression and individual development. Exam students will have their attendance monitored. Insufficient attendance may result in withdrawal from examinations and/or performances.

Make-Up Classes: Missed classes cannot be made up by attending other sessions unless pre-approved by the Principal.

Examinations and Shows: We hold regular examinations and an annual show. Participation in exams requires an entry fee, payable by the Parent/Guardian. Entry is at the teacher's discretion and based on readiness. A show participation fee applies for families involved, covering costs such as videography and staffing.

10. Behaviour and Discipline

Students are expected to behave in a respectful, courteous, and disciplined manner towards both staff and fellow students. Disruptive behaviour may result in disciplinary action or withdrawal from the Academy. Please refer to our Behaviour Policy for full details.

11. Uniform and Personal Hygiene

All students must wear the appropriate uniform once fully enrolled. Correct attire ensures safety and professionalism and enables proper technique development.

- **Hair:** Ballet students must wear a bun; for other classes, hair must be tied back neatly.
- **Hygiene:** Students maintain good personal hygiene.

12. Drop-Off and Collection

Students must be dropped off just before the start of class at the designated external door. They remain the responsibility of the Parent/Guardian until the teacher brings them inside.

Parents may leave the site but must be reachable via their primary mobile number. In the event of an emergency, we will contact you immediately.

If someone unfamiliar is collecting your child, you must notify us in advance. A collection password may be used to confirm identity. If your child is permitted to walk home alone, this must be indicated on the enrolment form.

Late collection incurs a penalty of £5 per 5 minutes.

13. Site Rules

There is no indoor waiting area for parents. You may wait outside.

- **Changing:** Students attending teatime/evening classes at St Martins may change on site. Saturday morning students must arrive dressed and ready.
- **Toilets:** Toilets are for students only.
- **Site Regulations:** All students and guardians must comply with site-specific rules displayed at venues.

14. Personal Property and Injury Liability

Students must not bring valuables to class. The Academy accepts no responsibility for lost or damaged personal belongings. Please label all items clearly.

Elevations cannot accept liability for physical injury. By participating in our classes, you accept that dance and gym involve physical activity where minor injuries may occur.

- **Injury Protocol:** All incidents are recorded in our accident log. Parents will be informed of any injuries sustained during class.
- **Venue Use:** Our venues (including parking areas and toilets) are used at your own risk.

We take every precaution to provide a safe and supportive environment for our members.

15. Data Protection and Member Information

We are committed to protecting your data in accordance with the UK GDPR (General Data Protection Regulation).

- Personal details are confidential and stored securely.
- Emergency contact and medical information must be kept up to date.
- Staff will not discuss or disclose information regarding other students.

Please refer to our **Privacy Policy** for more information.

16. Photography, Filming and Social Media

You may take photos of your own child at open classes. Please use all images responsibly and with discretion.

The Academy may record class videos or take photos for newsletters, social media, coaching tools, and promotional purposes. By enrolling, you consent to this unless you notify us in writing via hayley@elevationsleeds.com.

We expect all parents, guardians, and students to use social media responsibly, especially when referring to the Academy. Any concerns should be reported to the Principal.

17. Studio Etiquette

- **Footwear & Clothing:** Muddy footwear is prohibited. Only approved uniform footwear is allowed—no crocs, sandals, boots, or high-tops.
- **Food & Drink:** Eating is not allowed during class. Water bottles with sealed lids are permitted.
- **Respect & Address:** Students must address staff as ‘Miss [First Name]’ until Junior Academy level. High school/college students may use first names.
- **Spectators:** Spectating is not permitted during classes. Please do not observe through windows.

- **Temperature Management:** Students should stay warm between classes to prevent injury.
- **Injury or Illness:** Students must inform their teacher if they feel unwell or sustain an injury. Parents should encourage open communication.
- **Mobile Phones:** Students may bring phones but must not use them during class. Filming or photographing others is strictly prohibited. The Academy is not liable for lost devices.
- **Venue Conduct:**
 - No dogs on site.
 - No smoking or vaping anywhere onsite.
 - Ball games, scooters, skateboards, and roller skates are not allowed.
 - Students should leave promptly at the end of class.
 - Parents are asked to drive with care when dropping off or collecting children.

18. Teaching Methods and First Aid

Due to the nature of dance and physical training, **'hands-on' correction** may be used to support or adjust posture and technique. Permission will always be sought, and contact will be respectful and professional.

Medical conditions must be clearly disclosed on the registration form and discussed with staff as necessary.

We adhere to our **Child Protection Policy**, and first aid is administered appropriately in case of injury or illness. Emergency services will be contacted where necessary. Parents/Guardians will always be notified.

19. Legal Framework

These Terms and Conditions are governed by and interpreted in accordance with **English law**, and the **courts of England** shall have non-exclusive jurisdiction.

By registering for, paying for and attending classes, you confirm that you have read, understood, and agreed to these Terms and Conditions.

Reviewed by: Hayley Byrne, Founder

Date of Review: -26-07-2026