

CUSTOMER TERMS & CONDITIONS

Effective date: 19th August 2026

Company number: 16094218 | Registered office: 30 Winterbourne Mews, Ashford, Kent, TN23 3UR | Trading premises: 40 Park Street, Ashford, Kent, TN24 8LS

Please read these Terms before booking or enrolling. They explain how Galaxy's classes, seasonal fees, cancellations, absences, make-up sessions, payment arrangements and customer responsibilities work. A copy of the Terms should be available for you to keep.

1. About these Terms

These Terms & Conditions apply to bookings and participation in classes and services provided by Galaxy Dance & Gymnastics Ltd ("Galaxy", "we", "us"). They also apply to use of our website where relevant. By making a booking or accepting a place, the customer agrees to these Terms. Our Privacy Policy explains how we process personal information. Nothing in these Terms limits a customer's statutory rights.

2. Enrolment options

Galaxy offers two enrolment options:

- Year-round enrolment is the default enrolment option unless a parent/carers specifically requests term-time-only enrolment.
- Term-time-only enrolment is available by request. Dance, Aerial Hoop and Tiny Tots classes are always term-time-only.
- Where a child is enrolled year-round, the place continues across the seasons unless cancelled in accordance with these Terms.
- Galaxy does not run classes on UK bank holidays. Galaxy also closes for two weeks over the summer and two weeks at Christmas. Closure dates are communicated to customers in advance.

3. Seasons and invoicing

Galaxy operates a seasonal invoicing structure. Each season comprises three months:

- Autumn season: September, October and November.
- Winter season: December, January and February.
- Spring season: March, April and May.
- Summer season: June, July and August.

The total price for the season is calculated for the booked class place and is divided into three equal monthly instalments. Each instalment is due on the first day of the relevant month.

The three instalments are equal and are not calculated by the number of classes taking place in each individual month. As a result, one month may contain more or fewer classes than the value of that month's instalment when considered on its own. The instalments balance across the full three-month season.

This seasonal pricing arrangement does not alter the customer's entitlement to any credit, make-up class, refund or other remedy expressly provided by these Terms or by law.

The 10% late-payment charge described above does not form part of the normal escalation process for overdue class-fee instalments unless Galaxy expressly states otherwise on the relevant invoice or agreement.

Where a non-class invoice remains unpaid after the due date, Galaxy may apply a 10% late-payment charge, where permitted by applicable law and provided that the charge is fair and proportionate in the circumstances. Galaxy may also take reasonable steps to recover outstanding amounts.

Non-class invoices, such as uniform, merchandise or other charges, must be paid by the date stated on the invoice.

Non-class invoices

If a customer believes an amount is incorrect, they should contact Galaxy as soon as possible so that the account can be reviewed. Galaxy will consider genuine billing disputes before taking recovery action.

- 3 weeks overdue: if the amount remains unpaid, Galaxy may terminate the participant's enrolment. Any outstanding amount properly due will remain payable, and Galaxy reserves the right to refer the debt to an external debt collection agency or otherwise pursue lawful recovery.
- 2 weeks overdue: the customer will be contacted in writing and informed that the participant's attendance is suspended until the overdue amount is paid or an alternative payment arrangement has been agreed with Galaxy.
- 1 week overdue: a friendly payment reminder will be sent.

Seasonal instalments are due on the first day of each month. If a class-fee instalment is not received by the due date, Galaxy will normally follow this escalation process:

Class fees — overdue seasonal instalments

Class fees and other invoices are dealt with separately.

4. Payment and late payment

5. Cancelling an enrolment

A minimum of two weeks' written notice is required to cancel a class place. Notice must be sent by email to info@galaxydanceandgym.co.uk.

The two-week notice period remains payable regardless of attendance during that period. Once the two-week notice period has been served, no further seasonal instalments will be due for that cancelled place, subject to any amounts already properly due.

Galaxy will not require payment for services after the contract has ended unless there is a separate lawful basis for an amount to remain due.

This cancellation provision is intended to reflect the value of the notice period and Galaxy's need for reasonable notice to manage class places and staffing. It will be applied fairly and consistently.

6. Changing class

A request to change a participant's class must be made in writing and is subject to availability. A minimum of two weeks' written notice is required where the change affects the participant's existing class place.

7. Absence due to medically advised illness or injury

If a child is absent because a medical professional has advised that they cannot attend, the customer will not be charged for the affected sessions or, where payment has already been made, Galaxy will provide the applicable credit/refund arrangement. Galaxy may reasonably request confirmation of the medical advice where needed.

8. Holiday and other planned non-attendance

Where a planned absence is notified to Galaxy in advance, the customer may receive up to two class credits per school year (September to August).

Unlimited make-up sessions may also be used where the participant attends another suitable Galaxy session instead of a missed class, subject to availability. Make-up sessions must be requested by email in advance and confirmed by Galaxy. Participants must not simply attend another class without prior confirmation.

9. Galaxy cancellation of a class

If Galaxy cancels a class, Galaxy will provide an appropriate credit or offer a make-up session. Galaxy will communicate the available arrangement to affected customers.

Nothing in this clause limits a customer's statutory rights where Galaxy does not provide a service in accordance with the contract. Consumer services must be provided with reasonable care and skill and customers may have statutory remedies where services do not conform. [\[cite?turn0search3?turn0search5\]](#)

10. Trial classes

Galaxy offers one free trial per student per class type. For example, a student may have one free trial in gymnastics, one in dance and one in aerial hoop, but may not have more than one free trial in the same class type.

[CONFIRM: whether Tiny Tots/other PAYG classes have separate trial rules.]

11. Pay-as-you-go classes and online bookings

Online booking is currently offered for Pay As You Go classes, including Tiny Tots and holiday workshops. Other ongoing enrolments are arranged through Galaxy's normal enrolment process.

Where a consumer books a service online, Galaxy will provide the information required by applicable consumer law before the customer is bound. Depending on the service and how it is booked, statutory cancellation rights may apply or an exemption may apply to leisure services supplied on a specific date or period. Galaxy will state any applicable cancellation arrangements at booking. [\[cite?turn0search31\]](#)

12. Class operation, holidays and bank holidays

Galaxy does not operate classes on bank holidays. Galaxy closes for two weeks during the summer and two weeks at Christmas. Closure dates will be communicated to customers in advance.

13. Health, safety and participation

- Participants must follow reasonable instructions from Galaxy staff and must not behave in a way that creates an unreasonable risk to themselves or others.
- Parents/carers must keep relevant medical, emergency-contact and participation information up to date.
- Galaxy may ask a participant to stop or not take part where staff reasonably consider participation unsafe.
- Participants must wear suitable clothing and comply with activity-specific safety requirements.

14. Behaviour and class disruption

Galaxy expects participants and parents/carers to behave respectfully towards staff, coaches and other customers. If behaviour is unsafe or seriously disruptive, Galaxy may contact the parent/carer and consider appropriate measures, including a temporary suspension or removal of the enrolment where necessary. Galaxy will act reasonably and proportionately and will consider the circumstances of the behaviour before taking action.

15. Child supervision

Galaxy supervises children during their booked class. Parents/carers remain responsible for their children before handover to Galaxy, after collection, and when using customer areas such as the parent waiting area and sibling space. Children must not be left unattended in those customer areas.

16. Safeguarding

Galaxy is committed to safeguarding children and adults at risk. Safeguarding concerns are managed under Galaxy's safeguarding policy. Concerns should be raised with Galaxy management or the Designated Safeguarding Lead.

17. Photography and video

Photography/video for social media and marketing is subject to Galaxy's separate consent process and privacy arrangements. Where consent is required, Galaxy will use images/video only in accordance with the consent provided. Withdrawal of consent should be made in writing to info@galaxydanceandgym.co.uk.

18. Personal data

Galaxy processes personal information in accordance with its Privacy Policy and applicable UK data-protection law. Galaxy does not sell customer personal data. Information may be shared with service providers or authorities where lawful and necessary, as explained in the Privacy Policy.

19. Customer communications

Galaxy may communicate with customers using the contact details provided at booking and, where appropriate, Galaxy's business WhatsApp. WhatsApp is not used for marketing. For immediate emergencies, call 999.

20. Lost property

Lost property is held and displayed for collection in the second-floor parent area for three months. After three months, Galaxy will issue a parent/customer notice stating that unclaimed items will be donated or disposed of.

21. Complaints

Customers should raise complaints by email to management@galaxydanceandgym.co.uk. Galaxy aims to acknowledge complaints within 3 working days and provide a substantive response within 10 working days. If a matter requires longer investigation, Galaxy will explain the reason and provide an updated expected response date.

22. Liability and statutory rights

Galaxy will provide its services with reasonable care and skill. Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

Subject to the above, Galaxy is not liable for losses that are not reasonably foreseeable or do not arise naturally from a breach of these Terms. This does not remove or reduce a customer's statutory rights.

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23. Suspension or termination by Galaxy

Galaxy may suspend or end a participant's enrolment where reasonably necessary, including for persistent non-payment, serious or repeated unsafe behaviour, serious disruption, or safeguarding/safety reasons. Galaxy will normally communicate the reason and any relevant next steps, except where immediate action is reasonably required to protect a person or comply with a legal/safeguarding obligation.

24. Events outside reasonable control

Galaxy may be unable to provide a class because of events outside its reasonable control, including serious building failure, fire, emergency, extreme weather, utility failure or official restrictions. Where Galaxy cancels a class, the credit or make-up arrangements in section 9 will apply where appropriate.

25. Changes to these Terms

Galaxy may update these Terms from time to time. For material changes affecting an existing booking or contractual rights, Galaxy will provide reasonable notice and will not use a variation clause to impose a

disproportionate new obligation on customers. The current version and effective date will be published on the website.

26. Website use

- Website content is provided for general information and may be updated.
- Users must not knowingly introduce malware, attempt unauthorised access, interfere with the website, impersonate others or use the website unlawfully.
- Third-party links are provided for convenience; Galaxy is not responsible for third-party websites it does not control.

27. Intellectual property

Galaxy's logos, branding, text, photographs, videos, graphics and other content are owned by Galaxy or its licensors unless otherwise stated. Customers may view and use website content for personal, non-commercial purposes but must not reproduce or commercially exploit it without permission.

28. Governing law

These Terms are governed by the law of England and Wales. Consumers resident elsewhere in the UK retain any mandatory consumer protections that apply to them.

29. Contact

Galaxy Dance & Gymnastics Ltd
30 Winterbourne Mews, Ashford, Kent, TN23 3UR
Trading premises: 40 Park Street, Ashford, Kent, TN24 8LS
Management: management@galaxydanceandgym.co.uk
General/customer enquiries: info@galaxydanceandgym.co.uk
Website: www.galaxydanceandgym.co.uk

Version information

Website version: 2026 | Effective date: 19th August 2026 | Previous version: January 2025

Galaxy will publish the current version of these Terms on its website and will retain previous versions for its records.