

PLEASE READ BEFORE BOOKING A booking confirms acceptance of this policy. Fees are payable by the term and all payments are final.

BOOKINGS & PAYMENT

Places are secured only when term fees have been paid. Fees are payable by the term only. Pay-as-you-go is not available, split payments can be made using direct debit only. Places cannot be held without payment and remain subject to availability.

NO REFUNDS

No refunds, credits or transfers are permitted once a booking has been confirmed, regardless of the reason. This includes illness, injury, holidays, travel, school events, timetable clashes, withdrawal or a change of personal circumstances.

MISSED CLASSES & MAKE-UP

Missed classes are not deducted from fees and cannot be carried forward. Each student may attend a maximum of one hour of make-up class per term. This must be arranged in advance and is subject to space and suitability. Unused time cannot be refunded, exchanged or carried over.

LATE ENROLMENTS & TRIALS

Trial classes must be booked and paid for in advance where offered. A trial does not reserve a place. Students joining after the term begins pay the fee quoted at registration. Once payment is made, the same no-refund policy applies.

CLASS & ACADEMY CHANGES

Class changes require prior approval and depend on age, ability and available space. The academy may change a teacher, studio or timetable when reasonably necessary. If the academy cancels a class, it will offer a replacement, make-up session or appropriate credit.

READINESS & SAFETY

Parents must disclose relevant medical, developmental or additional support information before class. Students must follow staff instructions. The academy may pause participation where safety, readiness or class welfare is affected.

COACH CONTACT POLICY

Coaches are not permitted to share their personal telephone numbers. Doing so may place their employment in jeopardy. Updates or enquiries for a coach should be discussed in person during the first five minutes of the lesson or at the end of the lesson.

ATTENDANCE & PLACEMENT

Students are expected to attend their allocated class. Please notify the academy before an absence where possible. Repeated absence may affect progress, readiness and continued placement. The academy may recommend a more suitable class where necessary.

UNIFORM & HAIR POLICY

Uniform is compulsory at all times. Children must arrive neatly presented, with hair slicked back securely in a bun or ponytail. Students who are not correctly dressed or whose hair is not safely secured may be unable to participate.