

## Terms and Conditions<sup>1</sup>

### Lessons.

1. Lessons are charged per 30 minutes. There are no deductions for clients' late arrival.
2. Lesson payments are due within 24 hours of the lesson.
3. There is a 48 hour cancellation window: lessons cancelled within 48 hours of their start time are payable in full. Lessons cancelled outside of 48 hours are not chargeable.
4. Lessons not paid within 5 days of attendance incur a £5 per lesson fee (eg. 1 hour lesson = £10 fee).
5. All clients are to wait in their designated waiting area before lessons begin.

### Classes.

1. Classes are charged per person per week.
2. Classes are payable calendar monthly in advance.
3. Class payments are due within 24 hours of first monthly attendance.
4. It is your responsibility to calculate your payment each month.
5. Notified absences are not chargeable, under the following conditions:
  - 5.1. Week 1 absences to be notified at least 1 week in advance.
  - 5.2. Week 2+ absences to be notified on Week 1 for the remainder of the month.
  - 5.3. For absences in addition to Week 1, notification is due at the same time as the Week 1 absence notification (eg. absent for Week 1 & Week 4, notification due at least 1 week prior to the first absence)
  - 5.4. Absences for Week 1 noted later than 1 week in advance are still payable.
6. No monies roll over.
7. Classes not paid within 5 days of first attendance will incur a £5 per person fee.
8. All clients are to wait in their designated waiting area before class begins

In the event of a class or lesson being cancelled by Orchard Dance, all attendees will be notified at the earliest opportunity, and any monies paid will be counted towards future payment. If Orchard Dance does not designate a class or lesson cancelled, any absences will be deemed as payable. No refunds will be offered.

Cancellations/absences for sickness, traffic, issues with public transport, inclement weather, lateness, or other unforeseen circumstances (this list is not exhaustive) are all eligible for payment under these terms. If one member of your partnership is unable to attend, the other member may attend solo.

Exceptional circumstances are evaluated case by case. If you have any issue with payments, or wish to discuss a specific term, please contact Orchard Dance directly.

These Terms & Conditions will be periodically amended as necessary, and any amendments circulated. They will be redistributed at the start of each calendar year.

Attendance of your class or lesson is acceptance of these terms.

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<sup>1</sup> Orchard Dance Terms & Conditions. Effective 1<sup>st</sup> January 2023