



## **TERMS AND CONDITIONS**

### **Adult Classes**

#### **1. Payments and fees**

1.1 Fees must be paid by the date on the invoices. Any late payments will result in you not being admitted to the class.

1.2 Fees are reviewed annually in September.

1.3 Term fees are non-refundable once the month has started.

1.4 Two Payment options are available. Monthly plan and PAYG Single Class payments.

1.4.1 Monthly: Classes are priced at £7.50 per week for one class or £10 for two, invoiced for the whole month/block, and payment will be required in full before the start of the booking block. If you know you will be on holiday, and inform us before the invoice is issued, this class will deduct this from what is due. If you miss a class for any reason once the month has started, illness etc. and email to let us know you will be absent; you will get a credit on your account for a maximum of 1 weeks' worth of classes per block which will be applied to the following month. If you regularly take two classes a week and miss only one class, £2.50 will be credited to your account.

1.4.2 PAYG: If you prefer to PAYG as you cannot commit to regular classes these will be available to book via the website for £8.00 (£7.50+50p surcharge). Classes can be booked one at a time and payment must be made before attending class. An automatic email will be generated on booking with a link to payment option.

#### **2. Clothing**

2.1. Suitable clothing must be worn for the chosen class. Bare feet and trainers used outside are not permitted. Any trainers used in the studio must be specifically for indoor use only and must not have been used outside at all. This is to protect the floor and reduce dirt and bacteria. Pilates – Grippy socks are recommended

2.2. No jewellery or accessories to be worn to classes for safety reasons.

#### **3. Classes**

3.1. Please only arrive at on time and not before 5 minutes before the class. We do not have a large waiting area. Your instructor will invite you in to the reception area to change shoes and follow current hygiene protocols before going into the studio.

3.2. We reserve the right to exclude individuals from classes at our discretion without refunding fees.



3.3. Promotional pictures and footage may be taken during certain classes; you can opt in or out on registration or change your consent at any time through your customer portal.

3.4. We advise that you do not bring any valuables (i.e. phones, jewellery etc). Doors are locked once classes begin however, The Performing Arts Theatre Academy does not accept any liability for lost or damaged belongings.

3.5. If you have an injury or non-medical condition, please inform the instructor at the beginning of the session so they can ensure they adapt the programme to your requirements or provide you with the correct advice and guidance to prevent further complications. If you start to feel unwell during the session, please advise the instructor immediately so that they can contact your emergency contact.

3.6. If a session has to be cancelled due to adverse weather conditions or situations out of our control, no refunds will be given. We will however make best endeavours to re-arrange the missed class.

3.7. If you cannot attend a class, you are asked to ring/email/text and inform the instructor before the class is due to begin.

3.8. If you are on a monthly membership you can change your classes as often as you like through your customer portal.

#### **4. Communication Methods**

4.1. We have several ways of contacting you: Email - Emails will be used to send out invoices or important information regarding events or exams. This is mainly to directly contact individuals or particular groups. A newsletter is sent out once a month to give you a roundup of everything that happened that month and what is coming up.

4.1.1. BAND – This is our preferred method of communication when it comes to letting everyone know about group events, special news and key dates. We also use it to contact you in case of emergency class closures. It is your responsibility to download the App either on to your smart phone or PC and check it regularly.

4.1.2. Social Media - This is mainly used as a promotional tool and will be used to post photos from events or classes. Please like and share these pages. Text – If it is a sudden emergency we may text you. This is normally a last resort.

#### **5. Leaving Inspire**

5.1. If you are on a monthly membership, you can cancel this at any time. No refunds will be given for cancelling part way through a month.



## **6. Privacy Policy and Data Protection**

6.1. Data Collection. Any personal information that we gather will only be used in accordance with the General Data Protection Regulations. The information gathered on the registration form is to enable us to keep records of all the students for exams and performances, to issue invoices and information emails or to contact you in an emergency. We will not sell, distribute or lease your personal information to third parties.

For our full policy please see:

[https://docs.wixstatic.com/ugd/c09597\\_c9b494a3e4874e1487bbde42b558749d.pdf](https://docs.wixstatic.com/ugd/c09597_c9b494a3e4874e1487bbde42b558749d.pdf)

6.2. Data Retention. Your information is held on our data base that you register through. We will hold this on file whilst you are part of the Academy for the purposes stated on the form. You may request your information to be amended at any time through the customer portal. You may request to see what information we hold on you at any time and we will have 10 days to respond in writing.

6.3. Data Deletion. Your details will be partially deleted once you have left Inspire. A small amount of payment history will be retained for financial auditing purposes.