

TERMS AND CONDITIONS

1. Payments and fees

- 1.1 Trials are paid for up front and payment is collected by Card Payment via Stripe.
- 1.2 Fees are collected by direct debit through GoCardless.
- 1.3 Initial fees are started with 2 months in advance. The additional month's payment is the 4 week notice period payment if the student was to leave the Academy.
- 1.4 Fees are worked out over the 40 weeks we run classes and then divided by 12.
- 1.5 Fees are collected 1st September to 1st August.
- 1.6 Ad hoc costs for shows, exams or private lessons will be charged through GoCardless.
- 1.7 You will be given 4 weeks notice for any fee changes or charges.

1. Clothing and Uniform

- 1.1. Uniforms are available from the Academy Uniform Shop:
<https://www.thepatheatreacademy.uk/online-store>.

Details of the type of uniform required are available on request and also on the website. If you order any merchandise in the wrong size, postage and packaging for the return of the item will be payable.

- 1.2. No jewellery or accessories to be worn to classes for safety reasons.
- 1.3. Uniform must be worn at every class and event unless told otherwise.
- 1.4. Hair must be up and clear from the face. A bun must be worn in the hair during Ballet classes.

2. Classes

- 2.1. Pupils must arrive at classes 5 minutes before to ensure a smooth transition between classes
- 2.2. The Performing Arts Theatre Academy aim to provide the very best training in Performing arts. We will implement fun and discipline to do this. If we feel that any student is being disruptive on a regular basis we will issue a verbal warning. If this continues, a written warning will follow, then exclusion from the school.
- 2.3. We reserve the right to exclude students from lessons at our discretion without refunding fees.

- 2.4. Promotional pictures and footage will be taken during certain classes; we will require written request if you do not wish for your child to take part.
- 2.5. Any student found using a mobile phone during class time will receive a written warning. The phone will be confiscated and returned at the end of the session.
- 2.6. We advise that your child does not bring any valuables (i.e. phones, jewellery etc) with them to the classes. The Performing Arts Theatre Academy does not accept any liability for lost or damaged belongings.
- 3.7. ALL students 16 years & under will be registered at every lesson and at the end of the session no child will be allowed to leave unless a parent is there to collect them. If a different adult is collecting your child please inform the tutor before the class commences. Our responsibility ends when the session ends.
- 3.8 If you are going to be late to pick your child up you must make contact with the Principal/Tutor to inform us. Late charges will apply.
- 3.9 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 rearrange the missed class.
- 3.10. If your child can not attend a class, you are asked to ring/email/text and inform the tutor/Principal before the class is due to begin or mark them as absent in your Parent Portal app.
- 3.11. **Parents are allowed in the following classes; Tiny Toes and Pre-School level. From Mini's, parents are asked that they do not attend.** This is in line with our safeguarding policy and also starts to build independence and allows full concentration on the class. **On request, one parent may attend during the trial class for mini classes only.**

3. Communication Methods

- 4.1 We have several ways of contacting you:
- a) **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.
 - b) **BAND** – This is our preferred method of communication when it comes to letting everyone know about group events, show information, 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.
 - c) **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.

- d) **Text** – If it is a sudden emergency we may text you. This is normally a last resort.

4. Performances

- 5.1. Any student entering any TV talent competitions or such like must inform their Principal and request the use of The Performing Arts Theatre Academy's name.
- 5.2. Our annual performance may be recorded professionally. If professional recording takes place then personal cameras and recording equipment are not permitted.
- 5.3. Any student wishing to take part in our performances may be required to purchase costumes or basic props. Any costumes ordered will be by the measurements you provide and will be non-returnable.
- 5.4. A payment plan and contract will be issued well in advance of a production and all terms and conditions on the contract must be adhered to. Any payments made in advance of a performance or event will not be refunded if the student is withdrawn from the event by the parent.
- 5.5. Additional rehearsal sessions will be required again at an additional cost.

6. Examinations

- 6.1. Examinations are voluntary and a student will only be entered when the teacher believes they are ready.
- 6.2. There may be a requirement to have additional exam practice lessons and this is at an additional charge.
- 6.2. Examinations may take place in a different venue and you will be responsible for making sure they get to the location at least 45 minutes before the examination time.
- 6.3. The correct hair and uniform **must** be worn. They will not be allowed into the exam unless this is adhered to.
- 6.4. All examinations have an additional fee and these are to be paid for by the time requested. If payment is not received the candidate will be withdrawn. All examinations are non-refundable, however examinations can be postponed at the wish of the examination board. In some cases an examination voucher will be given if the student cannot attend due to illness to be used at another exam session.

7. Safeguarding and Bullying

- 7.1. Every member of staff is DBS checked and trained in safeguarding. We have our own safeguarding policy and it is available on request.
- 7.2. We take bullying and harassment very seriously and will not tolerate any behaviour

from a student or parent that is deemed unsuitable. If any student or parent is found to have been acting in a way that is in accordance with the definition of bullying or harassment, they will be asked to leave the Academy immediately without refund of any remaining term fees. Our Anti-Bullying policy is available on request.

7. Leaving the Academy

8.1 The Principal of the school must be notified in writing if a student wishes to leave, a minimum 4 weeks' notice is required. No refunds will be given if leaving part way through the month.

9. Privacy Policy and Data Protection

9.1. **Data Collection.** Any personal information that we gather will only be used in according to 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

7.2. **Data Retention.** Your information is held on our database and we retain a hard copy of your registration form. 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 by emailing us your new details. You may request to see what information we hold on you at any time and we will have 10 days to respond in writing.

7.3. **Data Deletion.** Your details will be deleted from our database, however a small amount of payment history will be retained for financial auditing purposes.