



REFRESH DANCE

TERMS AND CONDITIONS - MARCH 2023

These are agreed to by tick box on completion of the registration form (Membermeister), or by tick box update link, sent and renewed annually.

By ticking your agreement on the Membermeister Registration Form, we take this to mean that you have thoroughly read the whole of these terms and conditions, to prevent confusion or misunderstanding.

GENERAL FOR ALL STUDENTS:

1. Arrive promptly and be ready for the start time of the lesson.
2. Physical contact may be necessary when trying to demonstrate or correct. This includes between pupils e.g. holding hands.
3. No jewellery or chewing gum.
4. Please bring a bottle of water to keep hydrated, especially in hot weather.
5. Only once the required standard is attained will students be invited to take part in examinations or performances.
6. During class students are expected to listen and we discourage any excessive talking. If a student is being disruptive they may be asked to leave and term fees will not be refunded.
7. Refresh Dance does not accept responsibility for lost or stolen items although anything we do find we will place in lost property. Please label dance uniform to prevent mix ups.
8. Refresh Dance reserves the right to change fees, timetables and locations, however we will endeavour to inform students/parents/carers of any changes as soon as possible.
9. If a Teacher cannot attend a scheduled lesson, an alternative teacher will be provided. If an alternative teacher cannot be arranged then an extra session will be offered to replace the cancelled session. If an extra session cannot be arranged then will fees be carried over.

UNIFORM, DANCEWEAR AND COSTUMES:

1. Correct uniform and shoes are required for all classes. Uniform can be ordered and bought from Refresh Dance reception. Please do not buy uniform from supermarkets.
2. New students can wear their own items suitable for exercise in the first half term only; once they have settled into classes we expect full uniform from then onwards.
3. If uniform is not required, please wear suitable clothing for all classes (including footwear). We also have printed merchandise available to buy - please enquire at reception. All students that attend competitions and shows are required to wear a Refresh printed T-shirt and/or Hoodie.
4. Where costumes for events are required there may be a fee per costume hired, but we will always endeavour to keep costume fees as low as possible.
5. Besides set uniform or costumes, students may be asked to purchase the odd basic item of dancewear for their own personal collection, such as other types/colours of tights or dance socks.
6. Where possible, please order uniform directly from us. The items we have listed are set by the examining body and you may not be able to enter an examination with dancewear that is incorrect. In which case we will ask you to purchase again or have to exclude you from the examination session.
7. Dancewear purchased from supermarkets/eBay/Amazon in particular are not suitable – they are often bargain prices but that is because they are poor fitting and made from cheap materials. If your

budget is tight do come and talk to us as we have a range of acceptable quality second-hand items for sale.

8. Please ensure dancewear is correctly fitted. If you are unsure please show us how they fit before you remove tags so you can exchange if required. We are aware that items can become expensive, especially when ordering a full set, but loose shoes and baggy clothes are a hazard, look sloppy in examinations and will lose you points. Please do not allow too much 'room to grow' – ballet shoes for example should fit like a second skin and leather will stretch to the shape of the foot.

HAIR:

1. Hair must be styled up securely for all classes. This is for health and safety, and children may be asked to sit out until it is secured correctly.
2. The preferred style is a classical dancer's bun, or a neatly tied back ponytail / plait. All long fringes pinned back please so the student is not distracted. We can provide you instructions on how to do these hairstyles if required.
3. Please carry your own hair styling pack in your dance bag including ties, pins, brush and comb and hairspray if required.
4. For all adult classes, there is no set hair style, but please ensure that it is safe and suitable for exercise.

MAKE UP:

1. Makeup generally isn't required for students for any examinations, shows or competitions, unless they wish to wear a subtle amount to make the face and features visible from and distance and under strong lighting.
2. Costume makeup may be required if the students are performing as a particular character, but we will inform you of this as and when required.
3. Students often like to wear glitter for special events and performances, but confirmation from parents will be attained before use.

COMPETITIONS:

1. We enter bi-annual competitions in which children over the age of 6 years are welcome to attend.
2. Students wanting to enter the competitions will be taught set routines approximately 6-8 weeks before the competition takes place.
3. Competition fees for both the student and one or more spectators are payable to Refresh Dance. Tickets will be booked by Refresh Dance.
4. Extra rehearsals may be called for last-minute ahead of competitions.
5. Competitions are optional and are available to students as a way to improve performance skills, and develop healthy competition. They also help the students see other dance schools and learn from other dancers, as well as develop skills including perseverance, determination, knowing how to celebrate others and knowing how to keep going when they don't achieve the results they'd hoped for.
6. We will give plenty of notice of booked competitions. If you know you cannot make a particular event, please let us know straight away so that we can plan ahead and let the relevant people know. Students who do not attend the competitions can still learn routines in class as they will all benefit their technique and ability to pick up routines.
7. If we notice any behaviour or attitudes that do not represent Refresh Dance well, we will have to speak to the individual students and possibly parents to ensure this does not happen again. If it continues, the student will not be asked to attend competitions in the future.

FEES:

1. All classes are to be paid in four weekly blocks before or by the first lesson of that four weekly block. Once you have registered for a class you will be sent an invoice.
2. You will not be charged for classes that Refresh Dance have to cancel.
3. To new students only we will offer a payment for that week's class. After the first week if you wish to join the class you can pay for a four week block.
4. There are no reductions for absence during a block which has been booked. If you have a long absence coming up, for example a medical-related absence, you can discuss this with us and we may be able to make allowances. We enforce this rule because if you have signed up to a class we are having to incur costs to run it according to the number on the register. If we have people on a pay-as-you go system we cannot run your classes as safely or effectively, and cannot make improvements (such as new equipment, teaching assistants etc.) for you. We also can only have a certain number of people in each class therefore you are paying for your place in the class which we cannot offer to anyone else.
5. At the end of a block which you have booked onto, if there is any unpaid balance you will be sent reminders for the outstanding balance until it is paid in full.
6. If this situation occurs frequently, Refresh Dance reserves the right to add a 10% administration fee to your outstanding balance to cover the extra time taken to reclaim unpaid fees. If fees still remain unpaid, the students membership will be paused until all fees are paid.

STANDING ORDERS:

Refresh Dance offers a four weekly payment standing order option to pay for classes. This may be an easier way for you to pay for your lessons. Should you wish to set up a four weekly standing order, you are aware of and agreeing to:

1. The four weekly retainer standing order covers the full block. If you decide to leave mid-block the full block's payment will still need to be paid.
2. We run lessons for as many weeks of the year as possible (including half terms etc). We do have some closures during Easter, Christmas and Summer but we will let you know these dates in advance with plenty of notice.
3. If we have advanced notice of needing to cancel any classes, we will notify you and give you a revised figure for that block payment or adjust the next block payment accordingly.
4. In the unlikely event of a last minute cancellation of any session by us, we will not charge you for that lesson. The monthly block fee secures your place at Refresh Dance regardless of closure, as venue hire and other overheads are still necessary regardless of attendance.
5. Should you wish to alter your enrolled classes, please give a month's notice. This way we can alter your four weekly balance ahead of your change of attended classes and charge you correctly.

PHOTOGRAPHY:

Photographs and videos may be taken of your child during lessons or performances. These photographs may be used as teaching aids, progress tracking, on our website or social media pages, or in promotional material such as adverts, flyers and posters.

Please speak to us if you do not want us to use photographs in any of these ways.

If you wish for your child's photographs to not be used, please **do not** tick the photography consent box on the consent form and we will exclude you.

MEDICAL:

1. Please inform the teacher of any injuries before the class.
2. Asthma pumps/other medicines which are self-administered must be handed to the teacher at the commencement of class if they may be needed during the lesson. If necessary please add a note regarding the type of medicine and how it would be administered by the student.

3. If a member of staff may be required to assist in administering medicines, please provide all medicines in a sealed bag with a note explaining clearly how they will be administered, and authorising a member of staff at Refresh Dance to assist in administration.
4. Please check that any medicines brought to dance classes are in date and stored correctly.
5. Adults are responsible for their clearance to exercise from a doctor and must be responsible to stop if they feel unwell.
6. **By agreeing to these Terms and Conditions, you are consenting to the following:**
 - a. In my absence in an emergency situation, I authorise a member of staff at Refresh Dance to give consent for any medical treatment that may be required, in accordance to the child's consent form.
 - b. I give consent for my child to receive first aid treatment by a member of staff at Refresh Dance, and, if necessary, be transported to receive emergency care.
 - c. I will keep Refresh Dance updated of any changes to medical conditions which are relevant to my child's participation.
 - d. I agree to confirm my child's medical information annually, regardless of alterations in my child's medical conditions.
 - e. I understand that some skills, despite all safety measures, correct supervision and training, inherently pose a risk due to the nature of the skills themselves. I understand those risks and that accidents can happen, and I will not hold Refresh Dance responsible in the instance of an accident, unless it was caused by negligence of a member of staff.

SAFEGUARDING AND EQUALITY:

1. Refresh Dance does not show any discrimination in relation to background, race or religion.
2. Refresh Dance will place pupils in classes appropriate to their level of development.
3. Refresh Dance adheres to health and safety and safeguarding policies, which are available for students/parents to read upon request. These include:
 - Risk Assessments and Evacuation Procedures,
 - Health and Safety Policy
 - Children and Vulnerable Adults Safeguarding Policy
 - Equal Opportunities Policy
 - Code of Professional Conduct
4. Members of staff at Refresh Dance take regular training in health and safety, first aid, safeguarding children and vulnerable people. Certificates are available to view upon request.
5. Refresh Dance risk assess venues, both regular venues and performance locations to ensure safety.
6. We do our utmost to ensure the safety of those in our care, please assist us in doing so by keeping us updated of any changes to your contact information, medical conditions or other relevant circumstances which may occur outside of our annual checks.
7. All staff and any outside staff booked in to assist us or offer any additional training are all DBS checked and hold relevant qualifications.

Our Data Protection Policy can be viewed on our website under Policies and Procedures. In line with data laws in England and Wales, this policy outlines how Refresh Dance collects, uses and stores your data.

What types of information do we retain and why?

Personal contact information, provided by you either in writing or on our registration system is kept so that we can communicate with you; to send invoices, to update you regarding your classes and events, or to contact you in an emergency. This includes full name, address, email, telephone numbers, date of birth, the date you registered, medical conditions, and exam results.

Personal medical information, provided by you either in writing or on our registration system is kept so that relevant teachers and chaperones can be made aware of important information regarding your/your child's

wellbeing. Photographs and videos, taken if you have given your consent, are kept as records of events participated in, used in the studio as teaching aids or as promotional material.

Who might we share your information with?

Any relevant personal information may be shared with the examining body if you enter an examination. This can include your name and date of birth, previous examination details, and medical exemptions (if you have a disability which may affect your performance or be relevant during an exam).

You can opt out of the examination if you wish for this information to not be shared. We only give the information of those students participating, not the whole school or class.

Personal information may be shared with an organisation for external shows, events & competitions. This can include names, dates of birth. This is so the organisers can ensure that Refresh Dance are adhering to child performance rules and regulations.

How is my data stored?

Electronic data is stored on Membermeister, a UK-based cloud hosted account system, accessible only by password.

Data on paper is stored in a locked filing cabinet, or in electronic form (hard drives or phones), which are password protected.

How long will my data be retained?

Your data will be removed and destroyed once you are no longer a student, or in accordance with law and regulations.

What are my rights regarding my data?

Acceptance of these terms and conditions indicates that you are happy for us to use your data as outlined. If you decline we will not retain your information.

Requests to see what information we hold on you, and how it is stored can be made to steph@refreshdance.co.uk