



# MAIDSTONE DANCE STUDIOS LTD.

## Terms and Conditions

General enquiries to:

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This is part of your agreement when joining Maidstone Dance Studios Ltd. subject to the following conditions:

- Maidstone Dance Studios Ltd. accepts no responsibility for loss or damage of personal belongings while on the premises.
- Maidstone Dance Studios Ltd. accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- Maidstone Dance Studios Ltd. Staff must be notified of any changes to the information provided on the Application/Consent Form.

### **Staff/teachers:**

All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced and DBS checked. There is always a first aider on site.

### **Supervision while on site:**

Students must ensure they always get full permission from staff prior to leaving class. Toilet breaks will be supervised by either a member of staff or class facilitator where possible.

### **Behaviour:**

Racist, sexist and other offensive language and behaviour is not tolerated, and we reserve the right to ask you to leave Maidstone Dance Studios Ltd. without notice, the final decision being undertaken by the School Principal. Behaviour of staff, parents and students must always follow our [code of conduct](#).

Bullying will not be tolerated at Maidstone Dance Studios. Our [anti-bullying policy](#) will be adhered to in all events of bullying.

Please note that under no circumstances are pets allowed on school premises due to Health and Safety reasons.

### **Watching:**

Parents/carers will be invited to one class per term. Parents/carers are not permitted to watch otherwise. (If a child is new or particularly unconfident, parents/carers may be allowed to sit in during the first class at the teacher's discretion).

### **Food:**

Chewing gum/fizzy drinks are strictly forbidden on the premises. No food is to be eaten in the studios.

If your child is with us for longer than 2 classes in one day, please bring a quick, light snack and drink with you.

### **Uniform:**

This is basic but essential and gives the students a sense of belonging, a sense of ritual and sense of dressing for something important – their class. Appropriate clothing as below is necessary for health and safety and child protection:

- All items worn or brought into the studios/halls must be clearly labelled – lost property is donated to charity at the end of every term.
- Strictly no jewellery – no earrings (earrings are very unsafe during physical activity).
- Hair must be tied back from the face for all classes.

Please see [www.maidstonedancestudios.co.uk/uniform](http://www.maidstonedancestudios.co.uk/uniform) for our complete uniform list.

### **Attendance:**

Children must arrive and be collected promptly. It is very important that children arrive in time for their classes, preferably 5 minutes before the start. This allows the group time to settle from the moment the class starts. Latecomers will have to wait outside until an appropriate time to join the class. Children arriving after 15 minutes may be refused admission, as this may disrupt the professional attitude to classes we aim to foster.

Where possible Maidstone Dance Studios Ltd. will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

### **Absence:**

Any child missing for more than two classes per term without reason may not be able to join future courses. Class numbers are limited, and many have long waiting lists, so good attendance and commitment to the course is essential.

### **Illness/Injury:**

Parents are not to allow their child to attend Maidstone Dance Studios Ltd. if they are feeling unwell or have a known injury which would prevent a student from fully taking part.

This includes presenting any contagious illness including (but not limited to): Chicken Pox, Head Lice, Common Cold, Flu and, as of March 2020, symptoms of COVID-19.

COVID-19: Parents are expected to follow government advice in relation to when to self-isolate.

Refunds will only be given in the event of illness or injury preventing attendance at classes for a sustained period of time at the School Principal's discretion.

**Child Collection:**

Maidstone Dance Studios Ltd. TEACHER POLICY AND PROCEDURE FOR YOUR INFORMATION

Teachers must ensure that each child has left a session with an adult or older child (agreed in advance with parent). It is the parent/guardian's responsibility to ensure the child is collected punctually at the end of the class or session. Should a parent/guardian not turn up to collect a child on time – this is the procedure to follow:

- The teacher will contact the parent/guardian, If the child cannot call the parent/guardian,
- If the parent/carer is not reachable, and you must leave, the emergency procedure is as follows:
- Leave a message with the parent and contact the entire Maidstone Dance Studios Ltd. Team with all the information. Wait until another member of the team can arrive.
- If the parent/guardian is not reachable and there is no adult available, you must take the child to the nearest police station. This will be Maidstone Police Station., Telephone 101. Inform the police of all contact details for the parent/guardian and notify the entire Maidstone Dance Studios Ltd. Team as above. Leave a message for the parent/guardian to say where the child will be.

**Booking:**

Maidstone Dance Studios Ltd. does not provide drop-in classes for children and young people. All classes must be booked in advance. New students may join courses during the term subject to availability and authorisation of the Maidstone Dance Studios Ltd. team. If there are no spaces on a requested course when booking, then MDS will aim to provide an alternative option where possible.

**Waiting List:**

Members on the waiting list will be contacted in order of the list. The next member will be contacted and the first to make contact will receive the place.

**Payments**

Full payment for classes must be received as stated on invoices. If this is not received Maidstone Dance Studios Ltd. reserves the right to refuse entry and will not reserve a future place. For all current students, a place in class will be reserved for the next term if full payment has been received for the previous term and we have not received your half term notice in lieu via contacting the School Principal.

**Non-payment**

Failure to make payment before the date stated on the invoice may result in no place being available. If payment is outstanding, Maidstone Dance Studios Ltd. reserves the right to withhold services. Every attempt will be made not to discuss monies owed with children, although in extreme circumstances (especially when children arrive without supervision) children may be turned away. MDS may share data with debt collection agencies in order to re-coup monies owed.

**Cancellation**

If you no longer want your space at MDS, a minimum of half a term's month's notice should be given. Customers must pay the last half terms fees.

Occasionally some classes may be cancelled due to circumstances beyond Maidstone Dance Studios Ltd. control. The team will endeavour to contact paid customers and will either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given.

Maidstone Dance Studios Ltd. reserves the right to cancel a class if there are fewer than seven participants on a course and the above efforts will be made to place a student in an alternative course or offer a pro-rata refund where appropriate.

If a single class does not take place due to circumstances beyond our control, MDS will view this class as postponed and will reschedule.

**LOCALISED LOCKDOWNS and PANDEMICS:**

If Maidstone Dance Studios Ltd. cannot deliver classes due to force majeure or government directive, we shall implement online classes via video conferencing software as a replacement. No refunds will be offered.

**Refunds**

Maidstone Dance Studios Ltd. cannot offer a refund if you do not attend classes.

**NEW STUDENTS ONLY:** The first class is considered a 'trial' class. If for any reason the class is not suitable, we must be notified before the second class.