



www.eosdance.co.uk

Eos Dance School – T&Cs

***Please read this document carefully
It contains important information regarding our terms***

1. **Uniforms:** Uniforms are **compulsory** for all our classes and provided by us. These can be collected from our designated venues (see list below) after order and payment or it is possible to request postage (applicable fee applies). Collection points marked in the ***[note]** below. Please order your items either on your registration form or via email, providing UK sizes. **Uniforms are not required for a trial class.**

We reserve the right not to admit children who do not regularly wear their uniform or do not have their hair neatly tied for class. This applies to all ages and disciplines.

UNIFORM SPECS

BALLET: Eos Dance regulation leotard + cardigan for girls/regulation ballet boys t-shirt + cardigan and blue or black bottoms. Please make sure that each item is labelled and that bags are checked every week. Always leave a little purse with spare headbands/hair grips. Ballet tights are not required. **Shoes:** Please book via online form, providing UK size of your child's current outdoor shoes.

STREET DANCE: Eos Dance Team t-shirt and own trainers, strictly to be used indoors only (at TRAINING POINTS ONLY: non-slip socks). We recommend loose trousers.

TAP: Eos Dance Tap t-shirt and tap shoes. **Shoes:** Please book via online form, providing UK size of your child's current outdoor shoes.

CONTEMPORARY: Eos Dance regulation leotard for girls, footless tights/regulation ballet boys t-shirt and blue or black bottoms. Please make sure that each item is labelled and that bags are checked every week. Always leave a little purse with spare headbands/hair grips. **Shoes:** Please book via online form, providing UK size of your child's current outdoor shoes.

MUSICAL THEATRE: Eos Dance Musical Theatre t-shirt and tracksuit bottoms/leggings or shorts. **Shoes:** Please book via online form, providing UK size of your child's current outdoor shoes.

***COLLECTION POINTS** (times and addresses as per timetable): **DLC, EDCC, FMH, Goodrich School, Lochaber Hall** (Miss Anita's classes only), **Telegraph Hill Centre** (Miss Anita's classes only), **The Scout Hut**

We gratefully accept donations of used dance shoes, t-shirts and leotards for our families on income support.

2. **Returns:** Items such as socks and tights cannot be returned once the package has been opened. Unless received by post, any other items can be only tried on with a teacher and must be repackaged exactly as received. Kindly request your return via email within one week of ordering your item(s). You will be given an authorisation code to validate your return. Please note that leaving items on premises or with a teacher without an authorisation code will invalidate your right to exchange or to receive a refund.
3. **Lost properties:** Due to lack of facilities, we are unable to store lost properties. Any items misplaced during class times will be left at the venue and kept in their lost property area.
4. **Communications:** Most of our communications are sent via email. Full term, fees, T&Cs and any other details (information pack) are available on our website at all times. Any updates to said paperwork come into effect when published on our website. Please make sure you regularly check your information pack on our relevant web page and that you read our newsletters carefully. We recommend monitoring your spam folder, to avoid missing group emails.
5. **Benefits and support:** We offer support for to families on UC as job seekers/on low income. Places are limited and subject to approval. Please contact us to discuss. Tax Credits or any other forms of benefits do not qualify for discounts.
6. **Other discounts:** Discounts apply as per our fee list. Discounts cannot be used in conjunction with any other reduction to your bill.
7. **Parents' Days:** We will schedule a watching day twice a year - at Christmas and at the end of the summer term. At other times and with the exception of Big & Small classes, **parents are not allowed to remain in the hall/studio during classes.**

8. **Absences:** Whilst it is not possible to detract absences from the term fees, children are allowed and encouraged to make up for any missed sessions by attending alternative classes. Pupils have free access to our weekly and weekend classes for this purpose. Kindly book your catch-up sessions via Parent Portal, with a minimum of 24h notice. Please note that it is not possible to request catch-up classes once a place has been cancelled or when no longer subscribing to regular attendance.
9. **Pick-up and drop-off:** arrive in good time, both for class and to collect your children. A surcharge of £1 per minute will be applied to delays that are over 10mins the end time. We are unable to let your children leave without an unauthorised adult. Should you need to change your collection arrangements, please contact ari@eosdance.co.uk at least 3 hours before the start time of your class. A pick-up service is available at Alderbrook and Belleville Wix only (fees apply).
10. **Use of personal information:** Your personal details will only be used by us and in accordance with the Data Protection Act 1998. Please note that our teachers will be given your contact details to reach you in case of an emergency and only when the management is unable to do so. They may also be requested to take footage of their own work with our children, for monitoring and training purposes. Such video content will remain restricted to staff use only and will never be divulged to the public. You have the right to request that your child is not filmed. To do so, please contact us via email. Your request must by us be acknowledged in form of an email. When a place is cancelled, your personal information will be removed from our system at the end of your last term. We take your privacy seriously. Please report any misuse of your contact details.
11. **Referrals:** To qualify for a referral discount, the friend(s) you are introducing must be new to the school and not have enquired before. They will have to mention your name in writing when making their enquiry AND on their booking form (section "Where did you hear about us?"). You will also have to let us know in advance the name of the person you are referring. Your discount will be applied to your next payment (i.e. term following the one in course). Referrals discounts for/from students on benefits are calculated at 50%.
12. **Payments, refunds and cancellations:** **Term fees are payable upfront. Late payments will incur a £10 charge per fee invoiced. A further £30 per fee will be applied after 3 weeks of deadline. Payments not settled by the end of the term will incur an additional £50 charge per fee. Unpaid fees will be reported to our solicitor. Please refer to our fee list for payment details.** Should we cancel a class, we will provide a replacement session that can be either online, on an alternative date or by extending the time of the regular class affected. Should a teacher become unavailable for the short or long term or leave without notice, we will provide a substitution. We are unable to accept cancellations on the basis of a change of teacher. We will offer a refund or credit only when unable to provide a replacement. **This excludes *force majeure***, i.e. circumstances beyond our control impeding the service (ex: severe weather/environmental conditions, strikes, civil commotions, Health and Safety hazards, interruption/failure of electricity etc.)
13. **OUR TEACHERS ARE UNABLE TO GIVE INFORMATION, ARRANGE ATTENDANCE, CLASSES, UNIFORMS, PAYMENTS OR DEAL WITH ANY ADMIN TASK.** Please contact Ari (ari@eosdance.co.uk) to request any information or discuss changes to your attendance.

Should you wish to cancel, you will need to give notice via relevant online form before the end of the term or fees for the next term are fully payable.

Your notice MUST BE ACKNOWLEDGED BY US IN WRITING.

No refunds for leaving once the term has started. For new registrations, there is a no refund policy once a place has been taken and relative invoice has been issued.

Places cannot be transferred onto another student.

Any issues regarding payments or failure to pay without having given appropriate notice will be reported to our solicitor and credit collection agency.