



## Terms and Conditions

**Please read these carefully and retain this for personal reference**

Version 2 – Updated 5<sup>th</sup> September 2020

Version 3 – 24<sup>th</sup> February 2021

### Table of Contents

<b>1) COVID-19</b> .....	<b>2</b>
<b>2) GENERAL TERMS AND CONDITIONS</b> .....	<b>6</b>

When you book or purchase any product or service from us, you are signifying your agreement to these Terms and Conditions. It is your responsibility to make yourself aware of these:

## 1) COVID-19

At Passion2Dance Academy we aim to maintain a secure, caring and stimulating environment in which children are encouraged to have respect for themselves and each other. Whilst expectations in our Behaviour Policy remain pertinent, it is necessary, in light of the Covid-19 pandemic, to make some adjustments for the safety of all pupils and staff. This document should be read alongside the general policies in section 2 our Privacy policies and GDPR documents are available upon written request.

### Returning General Guidelines

To allow for the safety of all your children, families and staff please ensure, if your child is returning or joining us as a new pupil that you and they are aware and have read the guidelines and discussed with them how returning back to dance will have some changes. In line with the Government guidelines, if your child or any member of your household have any sickness, COVID-19 related or otherwise – then please DO NOT come to the studio. It can take up to 14 days for symptoms of coronavirus to appear. Common symptoms of coronavirus include:

- A fever (high temperature - 38 degrees Celsius or above)
- a cough - this can be any kind of cough, not just dry
- shortness of breath or breathing difficulties
- loss of smell and taste

If you do have a confirmed case of COVID-19 and have attended Passion2Dance Academy you must notify us as soon as possible, so that we can follow the necessary track and trace once notified. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity as per the General Data Protection Regulations (GDPR).

### Arrivals, Departures and Moving Around

Children should arrive dressed for class (all changing rooms are closed) and should line up socially distanced outside of the correct studio.

Therefore, we will take a few minutes at the beginning and at the end of each lesson to assist students entering and exiting classes/studios. Please do not arrive more than 5 minutes before class and please wait outside the correct studio, the teacher will then welcome you in.

1- Teacher will welcome in pupils one at a time, where a temperature will be taken

- 2- Children will be asked to remove outside shoes in a designated area and to put on their dance shoes. If you are taking different classes needing different dance shoes, you will be asked to put these to the side of the dance studio
- 3- All students will be asked to sanitise their hands before class
- 4- Pupils will then take a place in one of the socially distanced dance squares
- 5- Please ensure your child has their own labelled water bottle to drink from during class. We will not have any drinks/food available to buy at the studio
- 6- All students should come dressed for dance and not get changed at the studios. When the weather gets colder we ask that you take their coats away as we have minimal space for belongings.
- 7- Please ensure you maintain social distancing outside whilst dropping off or collecting your child.
- 8- Those who attend PBT Technique class, please bring your own equipment, such as, yoga mats and swiss balls. These must be taken home with you each week and not stored at the studios

Whilst your child is dancing, we would ask that you wait in your car, or drop off and return if your child is of school age. We have all parents contact details to hand on our dance database.

After class, the teachers will assist the students out of the studio to their parents, so please wait outside the correct studio to collect your child after their class. If your child does several back to back classes, the teachers and staff will aid them in moving from studio to studio where needed.

We have allowed 10 minutes between each class to allow for the teachers to clean the studio/toilets before the next class/bubble. Please note they will not be able to discuss or chat at the studio doors. If you wish to discuss something, please email the studio directly and we can arrange a separate time that's convenient to you.

Strictly NO parking on site, at the back of the building or directly at the front of the building. This is to allow for social distancing outside of the studios when waiting for class. Please be considerate of others when parking on the street.

At this stage, unfortunately no parents are allowed in the building due to government guidance, relating to the air space within the building. Our Little Cherubs classes can only have 1 adult take the class with them and unfortunately no siblings. This class number will be limited to 7 children and their 1 adult dancing with them.

Children's movement within the building will be social distanced where possible and they will be expected to follow the floor markings and signage as directed. The studio has implanted a one-way corridor for the 2 toilets downstairs, with arrows indicating the way. As well as a dedicated toilet for each studio to avoid crossing of the children dance bubbles. We politely request that parents remain social distanced outside at all times.

## Handwashing & Hygiene

Children will be expected to follow all hand washing and hygiene routines. Children will use antibacterial hand gel upon entering and exiting. We ask the children to follow the catch it, bin it, kill it mantra. If they need to cough or sneeze, they should use a tissue or the crook of their arm (and therefore 'dab'). Children will be encouraged not to touch their face, mouth, nose or eyes while at Passion2Dance Academy.

## Social Distancing

Children who are old enough will be expected to socially distance inside and while outside. They will have their own designated space inside the dance studios which they will be expected to go straight to upon entry. Children will put their hand up if they need adult support rather than come up to them.

Teachers will ensure that pupils, wherever possible, adhere to social distancing measures. We understand socially distancing may be difficult for younger children, they will be encouraged wherever possible to keep their distance, however, we understand this may not always be possible.

## Toilets

Children will be supervised and encouraged to use the toilet one at a time and will adhere to the one-way corridor, we also have a designated toilet for each studio. When a child has finished in the toilet, they must wash their hands.

## Breaks during Classes:

Children will have a designated place to wait during any gaps in classes and will be expected to remain socially distant from each other. They may be expected to remain in their space during this time.

## Feeling unwell at the studio:

If a child becomes unwell whilst attending the school, the child must report IMMEDIATELY to their teacher and the child will then be removed from the class and taken to the currently closed off reception area and be told to remain where they are, \*please be aware staff may be required to wear PPE for this. All surfaces that the suspected case has come into contact will be cleaned, according to current recommended workplace legislation and practice.

If you do have a confirmed case of COVID-19 you must notify us as soon as possible, so that we can follow the guidance given.

First Aid, the staff are not permitted to perform first aid, mouth to mouth resuscitation. Hands to be washed thoroughly with soap and water before and after use of PPE and administration of First Aid. The dance school will provide where needed additional PPE (e.g. face mask, plastic apron) to be used as provided.

### Rewards:

Our teachers will praise and encourage the dancers for their good work, attitude and good behaviour as much as possible. Unlike usual, we will not be able to use the rewards charts, stickers or stampers as a reward at this time.

### Behaviour

We actively encourage children to have fun at dance, however we do need to have in place that if a child's behaviour is deemed a risk (for example, refusing to adhere to safety measure such as hand washing (unless prior agreement with parent/dance manager) social distancing, remaining in their space or deliberate behaviours that put themselves or others at risk, the following procedures could be used:

- Conversation(s) with pupil(s) age appropriate will be taken to try and explain the situation and reasons for these new procedures
- If this continues, and any other strategies have been exhausted, contact will be made with the pupil's parent/carer and you will be expected to collect the pupil

### Children with SEN

Passion2Dance Academy acknowledges that children will have had a range of different experiences during the lockdown period which may have an impact on them. For some children, including those with attachment concerns or SEN, the change in routines and lack of familiarity may require additional adjustment.

Passion2Dance Academy will use reasonable endeavours to make any necessary adjustments.

## 2) GENERAL TERMS AND CONDITIONS

### Trial Lesson

You may request to book a single trial lesson in a class of your choice, providing there is availability in the class and for the studio to ensure the dance bubbles do not exceed the guidance. All trial lessons must be booked in advance through the Passion2Dance Academy online portal. An online registration form must be completed before arrival.

### Payment Terms and Conditions

After the initial trial class, an invoice will be raised for the remaining classes in that current month, and you will be requested to set up the GoCardless direct debit for the following months classes. GoCardless is authorised by the Financial Conduct Authority and customers payments are fully protected under the direct debit guarantee.

Fees have been calculated taking into account studio closure for, annual holidays, bank holidays and special events. This total is then divided by the months remaining in the year. Payment will be payable monthly, continuously through the year, including those periods when classes are not running. An automatic administrative/handling fee has been included within the monthly dance fees. If you wish further information, please send an email to [info@passion2dance.co.uk](mailto:info@passion2dance.co.uk) and we will respond with this information.

Fees will be invoiced at the beginning of the month; a 5% surcharge will be added to any late fees. The studio reserves the right to charge a monthly additional administrative fee of £5.00 for non direct debit payment per month.

A months' notice in writing and full payment of that month must be given if a pupil will not be continuing at the school. We regret to inform you that we are not able to accept cheques, cash or card payment.

### Refunds

It is our policy not to offer refunds. Passion2Dance Academy cannot be held responsible for changes in participants personal circumstances which might prevent attendance.

Passion2Dance Academy reserves the right not to compensate or offer refunds for any classes cancelled due to incidents beyond our control. e.g. but not limited to freak weather conditions or causes that are outside the control of the parties, such as natural disasters/ lockdowns (local or national) due to COVID-19 or where you are advised to isolate, and if the studio is closed on the guidance of Public England due to an outbreak within the studio.



Passion2Dance Academy will endeavor to hold a make-up class when viable or the offer of pre-recorded videos through our Dance Life App or classes via Zoom.

We reserve the right to cancel classes which attract insufficient participants, should this occur, Passion2Dance Academy will attempt to offer you a viable alternative or will offer you a refund of any fees paid.

### Contact:

You may contact us by calling the studio telephone number, emailing the studio or by the studio FB page. Please do not contact teachers personally with business relating to the studio. You are not permitted to enter the studio without pre-agreement. We can arrange for appointments if you wish to discuss any of your child's dancing.

It is your responsibility to ensure that we have current contact details for you as we are participating in the NHS COVID-19 Track and Trace. You must also keep your dance portal updated of any changes in the health or other relevant circumstances of you or your child.

### Exclusion:

Passion2Dance Academy reserves the right to exclude students from lessons at its discretion.

In the event that we consider:

- a) the behavior of your child is disruptive or likely to put other children or Passion2Dance Academy staff in danger
- b) your behavior towards Passion2Dance Academy staff, other customers, or children in their care or our teachers is disruptive, inappropriate, consistently negligent (including the continued late collection of your child) or likely to bring Passion2Dance Academy into disrepute, we reserve the right to exclude your child from any Passion2Dance Academy activity.
- c) Non-payment of dance fees

In the event that your child is excluded, no fees or deposits will be repaid to you and we reserve the right to seek payment of any balance outstanding.

### Health and Injuries

Passion2Dance Academy accept children on the assumption that they are in good health and it is your responsibility to inform Passion2Dance Academy of any existing or previous injuries or medical conditions suffered by your child. Please section 1 relating to symptoms of illness due to COVID-19.

Passion2Dance Academy cannot be held responsible for loss or damage arising from errors or omission of information. Passion2Dance Academy does not accept liability for death or personal injury to any child attending Passion2Dance or any activity organized by Passion2Dance Academy save to the extent that such death or injury shall be caused by the negligence or default of any member of our staff or any other default on our part.

### Personal Property

Passion2Dance Academy does not accept responsibility for any loss of, or damage to, personal property belonging to you or your child irrespective of whether such possessions might be used by you or the child for the purposes of any Passion2Dance Academy activity.

### Class or Teacher Changes

Passion2Dance Academy reserves the right to make changes to the timetable and to the teaching staff. We recognize the importance of consistency of the instructor, however, on occasions we may have to change the instructor and send in a replacement. All our teaching staff are qualified, DBS checked, and first aid trained.

### Snow and Ice policy

It is the Schools' policy to make every effort to remain open whenever possible. However, in the event of disruption caused by heavy snow and/or particularly adverse weather, the prime concern of the school must always be the safety of the pupils, parents and staff. It is the Schools' policy to make every effort to remain open whenever possible.

However, in the event of disruption caused by heavy snow and/or particularly adverse weather, the prime concern of the school must always be the safety of the pupils, parents and staff. The decision to close the School will be taken by the Principal. The School will close if at least one of the following conditions apply;

- Conditions on site are dangerous
- Conditions are considered to be or are anticipated to later become too hazardous for travel

Staff will always make every reasonable effort to undertake the journey to the Studio. However, should the weather conditions be considered to be, or are anticipated to later become too hazardous for travel, all lessons for any teacher who is unable to make it to the studio will be cancelled.

Any decisions to close the School or cancel particular classes will be made as early as possible and updates will be provided to parents via email in addition to updates to our social media accounts. In the event of bad weather, parents should check emails before attempting to travel to the studio.

Any lessons cancelled due to adverse weather conditions will NOT be eligible for a refund or credit on account. We would endeavour to try and rearrange classes and offer the chance to



attend an additional class if we run one on a different day, however this may not always be possible.

## Passion2Dance Academy Ltd

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