

NORTHERN DANCE CENTRE

POLICIES, TERMS AND CONDITIONS

We aim to provide the highest quality classes for everyone.

We are committed to the safety of all persons who attend our lessons and to deliver the highest standard of service.

Participating in a Northern Dance Centre class is entirely at your own risk without any proven negligence, breach of duty of care or lack of due diligence by Northern Dance Centre.

Northern Dance Centre staff or guest teachers will not assume responsibility for any bodily or personal injury consisting of, or arising out of any participation in any physical training or athletic activity.

1) REGISTRATION AND FEES

For all classes except Adult Ballet and Tap, full payment is required at the beginning of each term. Your space within the class is confirmed once payment has been received.

Bookings and payments are made through our Dancebiz system. In exceptional circumstances (where members are not in a position to pay upfront), they should contact us to arrange a payment plan.

We will assume you will be continuing with classes each term unless we are informed otherwise, by email, phone or in person. Please give us half a term's notice of leaving a class.

2) DISCOUNTS

Sibling discounts are available for families giving 10% off the total termly invoice (fees only)

3) FEES / PAYMENTS / REFUNDS / CANCELLATIONS

Fees are based on a 12 week term. Sometimes terms are longer than this, sometimes shorter, depending on corresponding school terms, but over an academic year it will always add up to 36 weeks in total. Fees are payable termly and in advance and invoices are emailed to parents. Payment can be made by bank transfer and receipt of payment is acknowledged. Regrettably we cannot offer refunds to cover your booked holidays, illness or any other reason why you may miss a class or workshop, due to the need to ensure continuity of service. Should any pupil wish to discontinue any class or leave the school, refunds for any unused classes will not be given.

If we have to cancel a class that you have paid for, we aim to offer another class instead (this is usually done by extending the term by a further week). Otherwise we will credit you for the cancelled class.

Northern Dance Centre will always endeavour to run classes during snowy conditions. However should we need to cancel due to safety concerns, parents will be notified/contacted (please check our Facebook page and make sure your email address and phone number is kept up to date on our register). No fee will be returned if a class is cancelled due to circumstances outside of our control. In these cases, for example lockdown due to

pandemic (e.g. Covid-19) we will provide online Zoom classes or other ways of learning in place of our regular classes wherever possible.

4) PUPIL ILLNESS

Parents are asked to keep their children at home if they have a serious infection and to inform us as to the nature of the infection so that other parents can be alerted.

Please keep your child at home if he/she:

- Has a fever or has had one in the previous 24 hours
- Has had an upset stomach or diarrhoea in the previous 48 hours
- Has heavy nasal discharge
- Has discharging eyes
- Has symptoms of a possible communicable diseases
- Measles
- Chicken pox
- German measles
- Whooping cough
- Impetigo
- Scarlett fever
- Hand, foot and mouth disease
- Norovirus
- Covid-19: Please refer to our Covid Policy and current Government Guidelines

We cannot offer a refund for a lesson missed due to illness.

5) TIMETABLE CHANGES

We aim to keep class times the same once timetables are published in September each year, but sometimes changing a class time is unavoidable. We aim to give one term's notice of such changes. If, however, we have to change a class time at short notice and your child has to miss the class because of this, we will refund that class.

6) PHOTOGRAPHS AND FILMING

Photographs must not be taken (or recordings made) whilst on site unless authorised by us to do so, or it is quite clearly of only your own child. NDC are permitted to take our own photos and videos which we will post on our social media channels (as per our photography opt in/out policy on the registration form)

7) CODE OF CONDUCT

- Northern Dance Centre endeavours to ensure that your children are dancing in a safe and comfortable environment. We ask you to bring and collect your child promptly and always provide us with e-mailed details of changes in drop off/pick up arrangements, special medical needs etc.
- If hair is long it **must** be tied back off the face, and in a classical bun for ballet classes.
- Children should always wear the correct uniform for class. New pupils may attend no more than their first 3 classes with incorrect uniform. Details of uniform requirements for each class are on the website and available to buy directly through us.

- Children and Adults participate at their own risk and must inform us of any existing injuries or medical conditions.
- During class, Children are expected to listen and focus, and respond to the teacher politely. If a child is causing disruption they may be asked to leave the lesson.
- Children and Adults are responsible for their own belongings. We request you name all uniform and shoes, and leave valuable items at home. Northern Dance Centre cannot be held liable for lost belongings or damaged property brought onto the premises or left on the premises.
- If you wish for your child to wait unattended on our premises for a class, we cannot be held responsible for them. We cannot be held responsible for pupils outside of their actual class. e.g if you wish for your child to go home unsupervised.
- All Children, their Parents/Guardians, and Adults are expected to:
 - be responsible for their own actions and know how to behave
 - show self-discipline and support others
 - remember their manners and be polite
 - show understanding and respect towards each other and others' property
 - display positive attitudes to the school and teachers
 - communicate in a professional way: threatening, rude or abusive emails will not be tolerated
- Should a pupil, parent or associated visitor behave in a way that the Principal feels is unreasonable or a serious breach of the school's terms and condition or any other serious misconduct then Northern Dance Centre reserves the rights to withdraw the provision of classes to the client without notice.

8) CHILD PROTECTION POLICY

Northern Dance Centre is committed to safeguarding and promoting the welfare of all children, and expects all staff, visitors and parents to share this commitment. It is every dance school's statutory responsibility to safeguard and promote the welfare of children, as outlined by the DFE in its publication Keeping Children Safe in Education. This means that the dance school must protect children from maltreatment, prevent impairment of children's health or development, ensure that children grow up in circumstances consistent with the provisions of safe and effective care and take action to enable all children to have the best outcomes in life. Our safeguarding officer is Amy Addison (Principal).

At Northern Dance Centre we ensure that all members of staff and visitors who come into contact with the children and their families is clear on the role that they play in safeguarding children. We promote an ethos where children and parents feel comfortable sharing their concerns about their safety and well being of others.

Child protection is everybody's responsibility and everyone has a duty to act on any concern. If you are concerned about the safety of any child in our dance school, you must report this to the designated safeguarding lead – Amy Addison. All staff hold a current, enhanced DBS certificate. Where possible, we encourage parents of very young children to take their own children to the toilet should they need assistance. For performances

and shows - we follow the Child Performance License and registered Chaperone rules and regulations set out by City of Bradford Metropolitan District Council.

9) PHYSICAL CONTACT

Teaching dance is a physical activity and a teacher will sometimes need to make physical contact with a student to show an idea or to correct the student's position. This can include:

- Adjusting arms, legs, rib cage, hips, feet, hands
- Moving one student in relation to another

Where contact is needed, we will remain sensitive to the student's wishes and put their welfare first. In all cases, we will say why and how we will be correcting the student's position before making any contact and abide by our code of professional conduct.

We encourage students to report any concerns.

10) COVID-19 PROTECTION POLICY

Due to the Covid-19 Pandemic we introduced changes - these are all outlined in our Covid-19 Policy which must be read. Agreement to our Terms and Conditions also includes agreement to all of the further Terms and Conditions in our Covid-19 Policy. This Policy has been updated several times since March 2020 and is reviewed and updated regularly in line with Government Guidelines.

11) FIRST AID

Northern Dance Centre complies with the requirements of the Health and Safety (First Aid) Regulations 1981. First Aid boxes are located in Studio One and Studio Two, and all staff attend regular First Aid training. By agreeing to these terms and conditions you authorise Northern Dance Centre to administer basic First Aid, and to seek medical services in case of serious injury or illness if you cannot be contacted.

12) DATA PROTECTION AND GDPR

The information we require upon registration contains some personal data. Northern Dance Centre will record, process and store this personal data securely in accordance with General Data Protection Rules. If your Child is entered for an examination with the RAD, ISTD or LAMDA these boards require the Child's name and Date of Birth and then issue a PIN for each child. Northern Dance Centre keeps records of pupils on an online database (Dancebiz - GDPR compliant) with password protection for the purpose of efficiency and consistency of administration. These details will enable us to contact you in an emergency, send you information and updates, keep our class lists up to date, and enable us to take any injury/illness/medication stated into account or apply informed first aid when needed.

We will not share any of your personal details without your permission, aside from where the law allows. This complies with the Data Protection Act 1998 and the GDPR legislations.

When you leave Northern Dance Centre, your details will be permanently deleted within 1 year. You also have the right to request your details be deleted at any time.

13) EXAMS

Pupils will only be entered for exams when they have reached the required standard decided by the class teacher and the Principal. This decision is ours, and pressure from parents regarding exam entry will not be tolerated. Parents will be notified by email and given all the coaching, mock exam and exam dates, and information about the exam fee to be paid. The Principal has the right to withdraw any pupil from an examination at any stage. Fees for exams must be returned by the deadline on the exam letter, and exam candidates must attend all classes, coaching and mock exam after that date.

14) RESPONSIBILITIES OF PARENT OR GUARDIAN

These terms and conditions, and any registration forms you have completed, constitute an agreement between you and us in connection to classes or any services superseding any prior agreement.

Attendance at class is deemed to be acceptance of the current Terms and Conditions.

It is the responsibility of the Parent/Guardian to notify us of any illness or injury that may affect the child's participation at class.

It is the responsibility of the Parent/Guardian to ensure that we have the correct details for you and your child and keep us updated of any changes to health.

It is the responsibility of the Parent/Guardian to regularly read the Northern Dance Centre Website/Facebook/Instagram and their own emails in order to be fully aware of all upcoming events and information.

15) COMMITMENT TO EQUAL OPPORTUNITIES

Northern Dance Centre has a commitment to ensure that all of our classes are available and of value to everyone regardless of race, culture, language, gender, age, experience, religion, background, ability or disability.

Northern Dance Centre reserve the right to amend these policies, terms and conditions at any time.

Last amended: 22nd October 2021