



Terms & Conditions of Service

LINZI GRACE SCHOOL OF DANCE

These Terms and Conditions of Service constitute the agreement between Linzi Grace School of Dance ("LGSD", "we", "us" or "our") and its customers ("you") for the provision of dance classes and related services. This document, together with the Linzi Grace Dancer Promise (Schedule 1), forms the entirety of our Terms and Conditions of Service (the "Terms").

By enrolling in Classes or Services with us, you agree to comply with these Terms. In the event of a material or persistent breach of these Terms, we reserve the right to suspend or cancel your enrolment in Classes or Services until the matter has been resolved.

1. Provision of Classes & Services

- 1.1** We operate a weekly timetable of classes throughout approximately **thirty-four (34) to thirty-five (35) weeks** of each calendar year (the "**Classes**"). In addition, we may offer other services including, but not limited to, holiday clubs, examinations, workshops, performances, shows and events (the "**Services**") on an occasional or irregular basis.
- 1.2** We are committed to delivering our Classes and Services to a high standard of professionalism. Accordingly, you may expect our staff and instructors to be punctual, suitably qualified, adequately prepared, and to conduct themselves in a professional, welcoming and courteous manner at all times.
- 1.3** On occasion, unforeseen circumstances may arise which prevent us from delivering a scheduled Class or Service (for example, instructor illness, injury, accident, or venue issues). In such circumstances, we will make reasonable efforts to arrange a suitable replacement instructor or to reschedule the affected Class or Service.
- 1.4** Where it is not reasonably practicable to reschedule a cancelled Class, a credit equal to the value of the missed Class will be applied to your next invoice. Where a Service is cancelled and cannot be rescheduled, we will contact you to arrange either a credit or refund, as appropriate.
- 1.5** We shall not be liable to provide refunds or compensation where Classes or Services are cancelled or interrupted due to circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, pandemics, epidemics, industrial action, war, civil unrest, terrorist activity, government restrictions, or other force majeure events including venue closures, weather disruption, or circumstances affecting venue availability.

- 1.6 We reserve the right to make reasonable changes to the class timetable, instructors, venues, or course content where necessary. We will endeavour to provide reasonable notice of any such changes.
- 1.7 Participation in Classes and Services is subject to availability and compliance with these Terms and Conditions.
- 1.8 We reserve the right to amend or update these Terms and Conditions from time to time, where reasonably necessary. Where material changes are made, we will endeavour to notify you in advance where practicable.

2. Class Enrolments and Fees

- 2.1 Classes operate broadly in line with the school term dates set by **Conwy County Borough Council**. Each term will typically consist of approximately **eleven (11) to twelve (12) weeks**, although we reserve the right to vary the number of weeks or extend or shorten holiday periods where necessary.
- 2.2 Fees are calculated on a **per-term basis** and invoices will be issued prior to the start of each term.
- 2.3 Full payment of all fees is due **no later than the first week of the relevant term**, unless an alternative payment arrangement has been agreed in advance
- 2.4 Where requested in advance, and at our sole discretion, we may agree to accept payment by instalments. Any instalment arrangements must be agreed prior to the payment due date and must be adhered to once agreed.
- 2.5 Requests for delayed payment (for example, to align with a payday) must be communicated in advance and may be permitted at our discretion. Failure to notify us in advance may result in the account being treated as overdue.
- 2.6 Where fees remain unpaid after the due date and no prior arrangement has been agreed, a **late payment charge of ten percent (10%) of the outstanding balance** will be automatically applied to the account.
- 2.7 In addition, an **administration fee of five pounds (£5.00)** will be added to the outstanding balance for each reminder email or payment reminder issued in relation to overdue fees.
- 2.8 We reserve the right to **refuse or suspend participation in Classes or Services where fees remain unpaid** beyond the agreed payment date
- 2.9 Fees are **non-refundable** except in circumstances where a Class or Service is cancelled by us and cannot be rescheduled.
- 2.10 A student's place in Classes is **automatically reserved for each new term** unless written notice of withdrawal is provided in advance.

2.11 Where notice of withdrawal is not received prior to the start of the following term, **fees for that term will remain payable in full**, regardless of whether the student attends.

2.12 Students with outstanding balances may not be permitted to participate in examinations, performances, shows, or additional Services until the account has been settled.

3. Class Structure and Timetable

3.1 Classes are scheduled according to the school timetable published each term.

3.2 Class placement is determined by the school based on factors including age, ability, experience, and progression.

3.3 The school reserves the right to move students between classes where this is considered appropriate for their development.

3.4 Class timetables, venues, and teachers may be subject to change where reasonably necessary.

3.5 If a student is unable to attend a class, this will be treated as a missed class and will not normally be refunded or transferred.

3.6 The school may occasionally combine classes or adjust lesson formats where required for operational or teaching purposes.

4. Trial Classes

4.1 We offer trial classes (the “**Trials**”) which may be booked through our website. Trials allow prospective students to attend a limited number of sessions in order to experience a class before committing to enrol on a continuing basis.

4.2 Following completion of a Trial class, an invoice will be issued covering the **remainder of the current school term** (the “**Enrolment Invoice**”) should the student wish to continue attending the class.

4.3 A student’s place in the class will **not be guaranteed until payment of the Enrolment Invoice has been received in full**. We reserve the right to offer the place to another student where payment has not been received within the required timeframe.

4.4 Where payment of the Enrolment Invoice is received, the student will be considered fully enrolled in the class and the standard Terms and Conditions will apply.

4.5 Trials are intended for new students only and may be limited to **one trial period per student, per class**, unless otherwise agreed at our discretion.

5. Attendance

5.1 Students are required to attend a minimum of **seventy-five percent (75%) of scheduled Classes during each school term** in order to be eligible to participate in the annual Summer Show.

- 5.2** Students must attend a minimum of **seventy-five percent (75%) of scheduled Classes during each school term** in order to be considered for entry into examinations.
- 5.3** Parents or guardians (or adult students where applicable) should notify the school **as soon as reasonably practicable** if a student is unable to attend a scheduled Class.
- 5.4** Students should not attend Classes if they are unwell or may pose a risk of illness or infection to other students or staff.
- 5.5** The school reserves the right to withdraw examination entries or performance opportunities where attendance falls below the required level.
- 5.6** The school may, at its sole discretion, take exceptional circumstances into account when determining eligibility for examinations, performances, or other events.
- 5.7** Participation in examinations, performances, competitions, or shows is subject to the school's discretion and may depend on attendance, ability, commitment, behaviour, and payment of all outstanding fees.
- 5.8** The school reserves the right to maintain attendance records for all students.

6. Safeguarding Statement

- 6.1** The school is committed to providing a safe and supportive environment for all students. Any safeguarding concerns will be handled in accordance with the school's safeguarding procedures.

7. Communication and Contact Details

- 7.1** It is the responsibility of the parent, guardian, or adult student to ensure that the school is provided with accurate and up-to-date contact details at all times, including telephone numbers, email addresses, home address, emergency contact details, and any relevant medical information.
- 7.2** The school must be notified as soon as reasonably practicable of any changes to contact details, emergency contacts, medical information, or collection arrangements.
- 7.3** The school will use the contact details provided to communicate important information relating to Classes, Services, invoices, timetable changes, examinations, performances, safeguarding matters, and emergencies.
- 7.4** Notices and communications from the school may be sent by email, text message, messaging platform, telephone, or through the school's booking system, and you are responsible for checking such communications regularly.

7.5 Where the school is unable to contact a parent, guardian, or emergency contact using the details provided, the school shall not be responsible for any consequences arising from outdated or inaccurate information supplied by you.

8. Notice of Cancellation

8.1 To cancel a Class Membership, written notice must be provided by email to **linzigracedance@gmail.com**. The email should include the student's full name and details of the class or classes you wish to cancel.

8.2. The deadline for submitting notice of cancellation is the day before the **payment due date** (see paragraph 2.3).

8.3 Where notice of cancellation is received **on or after the Payment due date**, the relevant term's fees will remain payable as the enrolment will already have been processed.

8.4 Upon submission of notice of cancellation, the student's Class Membership will remain active for the remainder of the current term, and the student may continue attending Classes until the final day of that term.

8.5 At our discretion, we may consider late cancellation requests where sufficient notice is provided to allow the student's place to be offered to another participant.

8.6 To cancel participation in any other Service, written notice must be provided by email to **linzigracedance@gmail.com**. Any entitlement to refunds relating to such Services will be determined in accordance with the refund provisions set out in these Terms.

9. Refunds

9.1 Class fees are **non-refundable** and will not be reduced, refunded, or credited for any planned or unplanned absences (see paragraphs 3.5 and 3.6).

9.2 Where a deposit has been paid to secure a place in a Service, such deposits are **non-refundable**, unless the Service is cancelled by us.

9.3 If we cancel a Service that you have paid for, either in part or in full, we will contact you to offer either:

- transfer of the booking to an alternative date, or
- a **full refund** of any payments made.

9.4 Where you cancel a Service that has been paid for in full, eligibility for a full or partial refund will depend on the timing of the cancellation request and the specific terms relating to that Service, as outlined below.

Specific Services

9.4.1 Dance Examinations

Notice of cancellation must be provided **before the exam entry submission deadline**, which will be communicated when invitations to participate in the examination are issued. Where cancellation occurs after the exam entry submission deadline, **no refund will be provided**, as examination entry fees are non-refundable once submitted to the examining body.

9.4.2 Dance Shows and Performances

Notice of cancellation must be provided **before the deadline specified in the show information issued by the school**. Any costs incurred after this deadline, including but not limited to costumes, production costs, or participation fees, may be **non-refundable**.

9.4.3 Show Tickets

Show ticket purchases are **generally non-refundable**. Any exceptions will be subject to the terms and conditions of the relevant ticket provider or box office.

9.4.4 Holiday Clubs, Workshops and Other Services

Cancellation and refund arrangements for holiday clubs, workshops, or other Services will be governed by the **specific terms and conditions issued at the time of booking**.

10. Student Conduct & Turnout

10.1 Students are expected to conduct themselves in accordance with these Terms and the **Linzi Grace Dancer Promise** (see Schedule 1). We will take reasonable steps to ensure students observe these standards of behaviour during Classes and when under our supervision. However, we cannot accept responsibility for student conduct outside of our supervision, including interactions that take place through personal messaging or social media platforms.

10.2 Where a designated uniform applies to a particular Class, students must attend wearing the required uniform unless prior consent has been given by the school.

10.3 Students' hair must be worn in a manner appropriate for the Class. A **ballet bun is required for all ballet Classes from Grade 2 and above**, unless otherwise advised by the teacher.

10.4 Disruptive, disrespectful, or antisocial behaviour will not be tolerated. Where such behaviour occurs, the school reserves the right to take appropriate action, which may include issuing a warning, temporary suspension from Classes, or permanent removal from the school where necessary.

10.5 Bullying, harassment, or discriminatory behaviour will not be tolerated and may result in suspension or removal from the school.

10.6 Where a student is suspended or removed from Classes due to serious or repeated breaches of these standards, any fees already paid may be forfeited.

11. Guidance for Attending Classes

- 11.1** To help prevent loss of property, we strongly recommend that **all items of uniform and personal belongings are clearly labelled** with the student's name. A significant amount of lost property is collected each term, and unlabelled items may be misplaced or mistakenly taken by another student. While we will make reasonable efforts to return lost items, the school cannot accept responsibility for lost or missing property.
- 11.2** Students are encouraged to remain hydrated and may bring a **clearly labelled water bottle** to Classes. Food and drinks other than water are not permitted in the **dance studios**, unless prior permission has been granted by the school.
- 11.3** In order to support safe and effective teaching, instructors may occasionally use **tactile guidance** to assist with posture correction, positioning, or alignment. If there is any reason, medical or otherwise, why tactile instruction is not appropriate for a student, this must be communicated to the school **in writing by email prior to attending Classes**.

12. Health and Safety

- 12.1** The health and safety of all students and staff is a priority for the school. Students are expected to follow all safety instructions provided by teachers while attending Classes or participating in Services.
- 12.2** Parents, guardians, or adult students must inform the school of **any relevant medical conditions, injuries, allergies, or additional needs** that may affect a student's participation in Classes.
- 12.3** Students must inform their teacher of **any injury or discomfort** before the start of a Class. Participation in Classes is undertaken at the student's own risk, and students should only take part in activities that they feel physically able to perform.
- 12.4** For safety reasons, **jewellery should not be worn during Classes**, unless specifically permitted by the teacher. The school cannot accept responsibility for loss or damage to personal belongings brought to Classes.
- 12.5** In order to protect students and staff with severe allergies, all venues used by the school operate a **strict nut-free policy**. Food or products containing **nuts or nut-based ingredients** must not be brought into Classes, studios, waiting areas, or any other areas used by the school for classes and services.
- 12.6** While we ask all members of the school community to support this policy, the school **cannot guarantee that venues are completely free from allergens**.
- 12.7** Students, parents, and guardians must comply with any rules or requirements imposed by the venue at which Classes or Services are held

13. First Aid & Medical Conditions

- 13.1** The school will take reasonable care to ensure the safety and wellbeing of all students while they are participating in Classes or Services. However, to the fullest extent permitted by law, **Linzi Grace School of Dance (LGSD)** and its teachers shall not be held liable for injuries, accidents, or loss that occur as a result of circumstances outside of our reasonable control.

- 13.2** Parents or guardians must inform the school in advance of **any medical conditions, injuries, allergies, or health concerns** that may affect a student's participation in Classes.
- 13.3** Where a student requires medication (for example inhalers, EpiPens, or other prescribed medication), it is the responsibility of the parent or guardian to ensure that the student is able to **self-administer the medication where appropriate**, or that an appropriately trained adult is present to administer the medication if required.
- 13.4** Unless otherwise agreed in writing, the school and its staff **cannot accept responsibility for storing, administering, or supervising the use of medication**. The school will not be held liable for the administration of medication or any effects arising from its use.
- 13.5** In the event of an injury or medical emergency occurring during a Class or Service, staff may administer **basic first aid** and, where necessary, seek appropriate medical assistance. We will make reasonable efforts to contact a parent or guardian using the emergency contact details provided.
- 13.6** Parents and guardians are responsible for ensuring that emergency contact details remain accurate and up to date at all times.

14. Data Protection & Media Consent

- 14.1** The school processes personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. We will only collect and use personal information where necessary for the administration of Classes and Services. We will not share personal data with third parties except where required for legitimate business purposes or where required by law. Full details of how we process and protect personal data are set out in our **Privacy Notice and GDPR Policy**.
- 14.2** From time to time, the school may take photographs or videos ("Media") of students during Classes, rehearsals, performances, or events for **instructional, promotional, or marketing purposes**.
- 14.3** Such Media may be used on the school's **website, social media platforms, promotional materials, or other communications relating to the school**.
- 14.4** Consent for the use of photographs or videos of students for publicity or promotional purposes is obtained through the **media consent option on the student registration form**. Parents or guardians may indicate whether they permit the school to use such Media. If you wish to change your consent preference at any time, you must notify the school **in writing**, and we will update our records accordingly.
- 14.5** Where consent has not been granted, the school will take reasonable steps to ensure that the student is not identifiable in any published media.
- 14.6** Photography or filming during performances, events and parent watching week may be restricted in order to protect safeguarding and copyright considerations.

15. Dance Exams

- 15.1** The school may offer students the opportunity to enter **dance examinations** in various dance styles (including, but not limited to, Ballet, Tap and Modern) with recognised examining bodies such as **ISTD** and **RAD**.
- 15.2** Our teachers monitor each student's progress and will assess when a student is ready to enter an examination. Students will be invited to participate in examinations **when the teaching staff consider them suitably prepared**.
- 15.3** In preparation for examinations, students may be required to attend **additional rehearsal classes or coaching sessions** in order to practise examination work and develop the technique required for the examination. These sessions may incur **additional fees**, which will be invoiced separately from regular Class Fees.
- 15.4** Where a student chooses not to participate in an examination when invited, the school will determine whether the student should **remain at the current class level until the next examination opportunity**, or progress to the next level without taking the examination.
- 15.5** Students must have attended a minimum of **seventy-five percent (75%) of Classes within each term** in order to be considered eligible to enter an examination.
- 15.6** Examination entry fees must be paid by the deadline specified by the school. Entries cannot be submitted to the examining body until payment has been received.

16. Shows and Performances

- 16.1** From time to time, the school may organise **performances, shows, competitions, or other events** which provide students with the opportunity to demonstrate their progress and performance skills.
- 16.2** Participation in shows and performances is **optional**, however students who choose to participate must commit to attending the relevant rehearsals and preparations required for the performance.
- 16.3** Additional rehearsals may be scheduled in preparation for performances. Attendance at these rehearsals may be **required for students who have agreed to participate**.
- 16.4** Participation in shows may require the purchase or hire of **costumes, tickets, or other related items**, which may incur additional charges. Full details of these costs and payment deadlines will be communicated in advance.
- 16.5** Where costumes or production expenses have been ordered or committed to on behalf of a student, **these costs may be non-refundable** if the student later withdraws from the performance.
- 16.6** The school reserves the right to determine **student participation, roles, and performance groups**, taking into account factors such as attendance, commitment, ability, behaviour, and readiness.
- 16.7** Students must maintain **satisfactory attendance and conduct** in order to be considered eligible to participate in performances.

16.8 Performance arrangements, including choreography, casting, and staging decisions, are made by the school and are final.

Costume Hire and Responsibility

16.9 Where costumes are provided by the school for performances or shows, a costume hire fee may be charged. Details of any applicable hire fees and payment deadlines will be communicated in advance of the performance.

16.10 Where students are required to take costumes home prior to a performance, it is the responsibility of the student and/or parent or guardian to ensure that the costume is kept safe, clean, and in good condition until it is returned to the school.

16.11 Where a costume provided by the school is lost, damaged beyond reasonable wear and tear, or not returned, the parent or guardian may be required to pay the cost of repair or replacement of the costume.

16.12 Costumes must not be altered or modified without prior permission from the school.

17. Legally Responsible Adults

17.1 Parents or guardians (referred to in this clause as the “**legally responsible adult**”) are responsible for ensuring that their child is **fit, well, and able to safely participate** in Classes.

17.2 The legally responsible adult must ensure that the student **arrives on time, is appropriately dressed for the Class, and is collected promptly at the end of the Class.**

17.3 The legally responsible adult remains **solely responsible for their child at all times when the child is not in the Class under the supervision of the teacher.**

17.4 Children must **not be left unsupervised** at any venue used by the school, or at any class, workshop, or event location, before the teacher has taken responsibility for the Class or after the Class has finished.

17.5 At the end of each Class, the teacher’s responsibility ends when the Class concludes and attention moves to the next scheduled Class. The legally responsible adult must therefore ensure that **a responsible person is present to collect the child immediately after the Class finishes.**

17.6 If someone other than the legally responsible adult will be collecting the child, the school must be **notified in advance wherever reasonably possible.**

17.7 Students are **not permitted to leave the venue unaccompanied** unless the legally responsible adult has provided prior permission for the student to travel to and from Classes independently and the school has been informed of this arrangement.

17.8 Where a child is collected significantly later than the scheduled end of the Class on repeated occasions, the school reserves the right to charge a reasonable supervision fee or to review the student’s place in the Class.

18. Limitation of Liability & Disclaimer

18.1 Participation in Classes and Services is undertaken at the participant's own risk. To the fullest extent permitted by law, the school shall not be liable for any injury, illness, loss, or damage arising from participation in Classes or Services, **except where such loss or damage is caused by our negligence.**

18.2 If a student has any medical condition, injury, or physical or mental health concern that may affect their ability to safely participate in Classes or Services, it is the responsibility of the parent, guardian, or adult student to seek **appropriate medical advice** prior to participation. The school shall not be held liable for any claim arising where participation in Classes or Services is later deemed unsuitable.

18.3 The school cannot accept responsibility for **loss, theft, or damage to personal belongings or property** brought to Classes or left on the premises.

18.4 Nothing in these Terms and Conditions shall limit or exclude liability where it would be unlawful to do so, including **liability for death or personal injury caused by negligence.**

19. General

19.1 Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the **laws of England and Wales.**

19.2 Severability

If any provision of these Terms and Conditions is found to be **invalid, unlawful, or unenforceable**, the remaining provisions shall remain in full force and effect.

19.3 Entire Agreement

These Terms and Conditions, together with any policies or documents referenced within them, constitute the **entire agreement** between the school and the parent, guardian, or adult student in relation to participation in Classes and Services.

19.4 Acceptance of Terms

By registering for Classes or Services, you confirm that you **have read, understood, and agree to be bound by these Terms and Conditions.**

End of Terms

SCHEDULE 1



Linzi Grace Dancers Promise

(Behaviour Code of Conduct)

As a Linzi Grace School of Dance student I promise I will....

1. Be **respectful** of my teachers and fellow dancers.
2. Have a **positive attitude** towards learning
3. Be **kind** and **supportive** with my words and actions
4. Always be **well groomed** and in Linzi Grace School of Dance uniform
5. Ensure I have good attendance and commitment especially during show term to not let my fellow dancers down.
6. Be **diligent** (*being self-motivated, determined, committed and hardworking*)
7. **Listen** to my teachers and accept corrections as the little gifts that they are
8. Welcoming, **friendly** and **inclusive** to everyone in our SDSD community
9. Be **consistent** and always apply myself to achieve my goals
10. Always **strive for excellence**, and to deliver my maximum in class and on stage and to be the best version of myself

SCHEDULE 2



Linzi Grace School of Dance

Dance Class Rates

DANCE CLASS RATES

The class rates and discounts set out below are determined by, and at the sole discretion of, SDSD.

This schedule is provided for transparency and openness. We reserve the right to amend our class rates and discounts structure at any time and without prior notice.

Class duration	Price per class	Class per 12 week term
30 min class	£4.25	£51
45 minute class	£4.50	£54
60 minute class	£5.25	£63

MULTI-CLASS DISCOUNT STRUCTURE

We currently offer this multi-class discount structure. The discount only apply to fees that are paid in full before the due date. We reserve the right to remove any class discounts, including when fees are not paid on time.

Classes per week	Discount applied
2 classes	10%
3 classes	15%
4 classes	20%
5+ classes	25%

No discounts are applied to Squad classes