



## **Terms & Conditions**

### **Academic Year 2020-21**

For the purpose of this document Stage-Stars Theatre Academy LTD shall be referred to as: Stage-Stars Ltd.

Please take your time to read the following Terms & Conditions. It is very important that you understand these Terms & Conditions before you agree to the terms on the student registration form.

#### **1. Joining Stage-Stars Ltd:**

A registration form must be completed by at least one parent. This form must be returned on the first official lesson after trial lesson, along with the Registration Fee. Your registration form from this point is your contract with Stage-Stars Theatre Academy Ltd.

- A. Any medical condition must be disclosed to the Academy upon registration and thereafter.
- B. It is important that any learning difficulties are disclosed in order for us to provide support and nurture the student.
- C. The method of communication by Stage-Stars Ltd is via email. It is therefore essential that all email addresses are kept up to date.
- D. By agreeing to these terms and conditions you are agreeing to receive invoices, newsletters, timetables and general emails from Stage-Stars Ltd.
- E. By agreeing to these terms and conditions you are agreeing for your data to be held on an electronic database, in a contacts file and a paper copy in a secure location.
- F. Attendance of any other similar dance/performance school must be disclosed to the Principal upon registration.

#### **2. Stage-Stars Ltd fees**

A. Stage-Stars Ltd year runs from September (Autumn Term) to August (End of Summer Term) and run 37 weekly sessions per year. Monthly fees are calculated by your child's class fee multiplied by the number of weeks of the academic year, then divided by 12 months.

EXAMPLE. if your child attends our main school £16.00 x 37 weeks div by 12 months= £49.33 per month

B. All monthly fees are collected via a monthly DDR. This is to be arranged via Go Cardless by Stage-Stars Ltd.

When you receive your first monthly invoice and welcome email there will be a link to the DDR mandate form for you to fill in. **PLEASE ENSURE THAT YOU FILL THIS FORM IN STRAIGHT AWAY.**

Once this is done you will then receive notification of payments/dates from Stage-Stars Ltd and Go Cardless. If we do not receive authorisation from Go Cardless by the second week of receiving your welcome email and invoice, then your child's classes will be suspended until this has been done.

C. If you do not receive an invoice by the second week of attendance it is your responsibility to contact us to obtain a copy of your invoice as this usually is as a result of incorrect email details.

D. We will not accept fast track or BACS payments for monthly fees.

E. Termly Invoice, should you require to pay your child's fees each term then you will need to notify the office on receipt of your first invoice. We will then send you a termly invoice. Please note all termly fees will need to be paid within 7 days of the start of a new term or 7 days after receiving your new termly invoice.

F. Childcare Vouchers - We do NOT accept Childcare vouchers as a method of payment

G. Your Invoice must be checked by you and any classes that are being attended by your child and are not shown on the invoice must be paid for.

We reserve the right to backdate invoices for corrections.

H. DDR Failures. If we receive a direct debit failure we shall notify you by email with a resubmit payment

date. It is your responsibility to ensure that you have sufficient funds to enable us to take the payment again. If this payment fails again then a late payment charge of 10% per week will be added to your account as from original pay date.

I. We reserve the right to collect payment on any overdue accounts via Go Cardless.

### **3. ATTENDANCE**

A. Each child attending lessons at Stage-Stars Ltd must show excellent attendance. The principal must be notified of an absence via email or text, with good reason. Failure to do so may lead to the child being unable to be entered into examinations and take part productions. If your child misses three weeks in a row you will receive an attendance notification email. If we still have not had a reason for a missed class, then we will remind you that if you and your child wishes to leave Stage-Stars Ltd then we will require written notice. Your account will accrue the monthly fee each month until we hear

from you, to a total maximum of three months from your child's last lesson.

**B. LOCALISED LOCKDOWNS and PANDEMICS:**

If Stage-Stars Theatre Academy 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.

If a child or household member is told to self-isolate by NHS Track and Trace (or equivalent service) classes will be provided to the student via video conferencing software. If the student is unwell and cannot take part

This will be classed as missed sessions and as per the below, no refund will be made.

**4. CANCELLATION**

A. If you wish to withdraw from the Academy altogether, we require a notice period of 6 weeks (Half a term) We require written notice (email acceptable). We shall then finalise your account. The final account includes all classes received up to the received notice date, less all payments received. (Your child can still attend their classes during this six week period. We shall then arrange for your final payment via your Go Cardless account. We shall then cancel your monthly subscription for Stage-Stars Ltd with Go Cardless.

B. We do not give refunds of any classes that your child has missed due to illness, accidents or holidays.

**IMPORTANT**

Please do not cancel your DDR at the same time you send your cancellation notice. Please remember your fees have been spread over 12 months or the remaining months of the year. (This includes the month of August despite there being no classes). Stage-Stars Ltd will cancel your monthly DDR once the final account has been arranged.

If your account is in credit we will contact you requesting your bank details to refund you direct into your bank account.

If this DDR is cancelled before you have received your final account you will incur an automatic charge of £25.00. This will be added to your Final Account. If parents refuse to pay this final account then the account will be passed on to our debt recovery agent, this will incur late payment charges and additional recovery charges and may damage your credit rating.

If we do not receive any cancellation notice from you then your account will accrue the monthly fee each month until we hear from you, to a total of three months from your child's last lesson.

- A. If lessons are cancelled by the Academy due to an act of God i.e. Bad weather, we will do our best to offer a replacement session. If a replacement session is offered then no refund will be given, regardless of your child's attendance.
- B. Any classes that fall under 5 students in total may be cancelled. This will be at the Principal's discretion.

#### **5. USE OF PHOTOGRAPHS & VIDEOS**

- A. Videos and photos may be taken during class times and performances and by signing these terms and conditions you are agreeing to the use of your child's image for promotional and marketing use, this includes all platforms of social media and Soap LLP's website

#### **6. PRODUCTIONS - IMPORTANT**

Stage-Stars Ltd stages two Shows per year:  
Annual Musical & Student Showcase

- A. Participation in the performances are optional but we encourage participation as part of the learning process. If your child does not want to take part in public performances we require written notice at the beginning of the rehearsal process.
- B. Productions are not guaranteed to be every year until the official show pack has been issued with dates and the venue confirmed.
- C. For all Stage-Stars Ltd Productions we hold auditions for Principal singing /dancing roles and additional numbers. All students are able to participate in all performances should they wish.

#### **7. GENERAL**

- A. Uniform: All Children must wear the correct uniform after the settling period of 2 weeks. The Academy t-shirt must be worn in lesson time and is a compulsory part of the uniform. No jewellery is allowed & hair must be neatly groomed. When attending events, displays and external shows the compulsory t-shirt must be worn without fail.
- B. Stage-Stars Ltd reserves the right to alter the timetable, change venue, and fees. Where applicable, we will try to give you reasonable notice.
- C. Stage-Stars Ltd operates a NO REFUND policy.
- D. The school may from time to time introduce regulations for the better running of the school. All students enrolled at the school and attending classes. shall be expected to adhere strictly to any and all such regulations and duly accept any revised terms and conditions. These terms and conditions are available to view on the SStage-Stars Ltd Website:  
[www.stage-starstheatre.co.uk](http://www.stage-starstheatre.co.uk)
- E. Necessary discipline will be enforced and the Principal reserves the right to terminate any pupil's enrolment without notice or refund. We expect all children and parents to respect one another, our members of

staff and volunteers. Bullying or abusive language or behaviour will not be tolerated and may lead to your child being expelled. In this circumstance, no refund will be given.

F. There may be a change of teacher at any point during the term. Either to cover the regular teacher in times of illness, holiday or personal reasons. Or at times, to replace the previous teacher altogether.

G. It is essential for the efficient training and teaching of dance for a degree of physical contact to take place. On signing the registration form the parent or guardian accepts this provision.

H. On no account can Stage-Stars Ltd name be used in any form of publicity without written approval from the Principal.

I. Our staff are not permitted to give students under the age of 18 years a lift in their car unless written permission has been given by their parent/guardian and has been arranged prior to the lift required. (Please see our Child Protection and Safeguarding Policy).

J. Students under 11 years old are not allowed to leave any of our venues unless accompanied by an Adult.

### **8. Stage-Stars Ltd Liabilities**

A. Stage-Stars Ltd do not accept responsibility for loss, damage or injury arising from errors or omissions on the registration form whether completed by you or the person in charge of your child at the time of enrolment.

B. Stage-Stars Ltd do not accept liability for death or personal injury to any child attending class, with the exception of such injury being caused by negligence or default of any member of our staff or any other default on our part.

C. Stage-Stars Ltd do not accept any responsibility for loss or damage to personal property.

D. Stage-Stars Ltd do not accept responsibility for any loss or expense due to circumstances beyond our control including, transport, fire, weather and other such actions.

E. Stage-Stars Ltd are only responsible for students whilst they are participating in their class. Children cannot be supervised whilst they are outside dance studio, this includes the reception areas.

F. Stage-Stars Ltd holds Public Liability Insurance.

G. Stage-Stars Ltd hire premises from Third Parties; all Stage-Stars Ltd Staff, Parents, Guardians and pupils must abide by the codes of conduct as set out by those Third Parties.

*STATEMENT: I accept these terms and agree that my child's attendance of the classes with continued payment acts as your acceptance of the terms and conditions stated above. I understand it is my responsibility to regularly check the terms and conditions, as they may alter from time to time.*