



# TOWNSEND DANCE

## TERMS AND CONDITIONS

### AUGUST 2018

**THESE ARE AGREED TO BY TICK BOX ON COMPLETION OF THE REGISTRATION FORM, OR BY TICK BOX UPDATE LINK, SENT AND RENEWED ANNUALLY.**

**BY TICKING YOUR AGREEMENT, WE TAKE THIS TO MEAN THAT YOU HAVE THOROUGHLY READ THE WHOLE OF THESE TERMS AND CONDITIONS, TO PREVENT CONFUSION OR MISUNDERSTANDING.**

#### **GENERAL FOR ALL STUDENTS:**

1. Arrive promptly and be ready for the start time of the lesson.
2. Physical contact may be necessary when trying to demonstrate or correct. This includes between pupils e.g. holding hands.
3. No jewellery or chewing gum.
4. Please bring a bottle of water or isotonic to keep hydrated, especially in hot weather.
5. Only once the required standard is attained will students be invited to take part in examinations or performances.
6. During class students are expected to listen and we discourage any excessive talking. If a student is being disruptive they may be asked to leave and term fees will not be refunded.
7. Townsend Dance does not accept responsibility for lost or stolen items although anything we do find we will place in lost property. Please label dance wear to prevent mix ups.
8. Townsend Dance reserves the right to change fees, timetables and locations, however we will endeavour to inform students/parents/carers of any changes as soon as possible.
9. If a Teacher cannot attend a scheduled lesson, an alternative teacher will be provided. If an alternative teacher cannot be arranged then an extra session will be offered to replace the cancelled session. If an extra session cannot be arranged only then will fees be refunded.

### **UNIFORM, DANCE WEAR AND COSTUMES:**

1. Correct uniform and shoes are required for all NATD, Preschool and Acro classes. Uniform lists are available with information on how to order on our website, or you can request information at reception.
2. Children enrolled in these classes can wear their own items suitable for exercise in the first half term only; once they have settled into classes we expect full uniform from then onwards.
3. Please wear suitable clothing for exercise and soft soled shoes for Freestylerz and adult classes. There are printed tops available for these classes, again please see the website or enquire at reception.
4. Where costumes for events are required there may be a fee per costume hired, but we will always endeavour to keep costume fees as low as possible. Generally we do not ask children or parents to have to purchase their own costumes but please be aware that this may happen. In such a case they will then be yours to keep.
5. Besides set uniform or costumes for NATD, Preschool and Acro classes, students may be asked to purchase the odd basic item of dancewear for their own personal collection, such as other types/colours of tights or dance socks.
6. Please ensure you are ordering dancewear that is the same brands and styles as our set uniform if you are purchasing from a stockist other than our dancewear store. The items we have listed are set by the examining body and you may not be able to enter an examination with dancewear that is incorrect. In which case we will ask you to purchase again or have to exclude you from the examination session.
7. Dancewear purchased from supermarkets/eBay/Amazon in particular are not suitable – they are often bargain prices but that is because they are poorly fitting and made from cheap materials. If your budget is tight do come and talk to us as we have a range of acceptable quality second-hand items for sale.
8. Please ensure dance ware is correctly fitted. This can be tricky when ordering online, so feel free to bring ordered items to show us how they fit before you remove tags so you can exchange if required. We are aware that items can become expensive, especially when ordering a full set, but loose shoes and baggy clothes are a hazard, look sloppy in examinations and will lose you points. Please do not allow too much 'room to grow' – ballet shoes for example should fit like a second skin and leather will stretch to the shape of the foot.

### HAIR:

1. Hair must be styled up securely for NATD, Preschool and Acro classes. This is for health and safety, and children may be asked to sit out until it is secured correctly.
2. The preferred style is a classical dancer's bun, or two plaits crossed over and pinned at the nape of the neck. All long fringes pinned back please. We can provide you instruction on how to do these hairstyles if required.
3. Please carry your own hair styling pack in your dance bag including ties, pins, brush and comb and hairspray if required.
4. For all adults and Freestylerz classes, there is no set hair style, but please ensure that it is safe and suitable for exercise.

### MAKE UP:

1. Make up will be required for all students (children and adults), who participate in performances (exercise classes excluded). Make-up is used solely to make the face and features visible from and distance and under strong lighting.
2. Boys are included in the wearing of make-up for this reason (all actors and sports stars wear subtle make up on stage or camera!) but if any boys strongly object then we will of course respect their wishes.
3. When a performance approaches, please build your own collection of 'base' make up. This should include: a foundation one shade darker than your usual skin tone; a brown eyeshadow, a brown eyebrow shading pencil, black mascara, a bronzer, a pink blush and red or pink lipstick. This base kit will be your responsibility to provide and apply to ensure that the correct shades and types of make-up used are suitable for your skin and for hygiene reasons. Eyeliner and false eyelashes are optional for older children if they/or a parent can apply them and be worn comfortably.
4. If we would like to add any special make up effects or colours are required we will purchase and apply for you, or arrange for a make-up artist.
5. If a make-up artist is required, a small fee may be charged (or included in costume fees). You will be given details of this in advance.
6. By consenting to these terms and conditions, you are agreeing to purchase and wear make-up, and you agree that you will inform us of any special requirements regarding skin types or allergies in case of us applying make-up on you/your child. Please inform us if you do **not** consent to wearing make-up for performances, or of any skin conditions on your medical information.

**EVENTS TEAM:**

1. Inclusion in our Events Team is by invitation only. If you would like to join the team, your ability will be assessed by the teacher and you may be turned down if not yet to the required ability, or if the group is full.
2. Students can only join the Events Team if they are currently enrolled in a graded dance class.
3. When joining you must purchase the uniform kit upon enrolment, and rehearsals are paid termly.
4. Extra rehearsals maybe called for last-minute ahead of events at a slightly reduced hourly class fee.
5. Performances often take place at the weekend or evenings, so please bear this in mind should you wish to join.
6. We will give plenty of notice of booked events which you will need to keep the dates clear once we start rehearsing for that event. If you know you cannot make a particular event, please let us know straight away so that we can choreograph places with those who will be there. If you are missing an event we will still include you in the rehearsals, as the number may be repeated at a future event which you can attend, we will just not place you front/centre.

**FEES:**

1. All NATD classes, Freestylerz and Preschool classes are to be paid by half term before or by the first lesson of that half term. Once you have registered for a class you will be sent an invoice.
2. Acro and adult dance or exercise classes are to be paid in 4-week blocks and run throughout the year, breaking for two weeks at Christmas only. You will be sent an invoice.
3. To new students only the first lesson is a free trial. After a free trial if you wish to join the class you can pay weekly for the remainder of that half term only or block only.
4. Once you begin your second half term or block fees must be paid in full, in advance or in the first week of the term.
5. There are no reductions for absence during a term or block which has been booked. If you have a long absence coming up, for example a long holiday or medical-related absence, you can discuss this with us and we may be able to make allowances. We enforce this rule because if you have signed up to a class we are having to incur costs to run it according to the number on the register. If we have people on a pay-as-you attend system we cannot run

your classes as safely or effectively, and cannot make improvements (such as new equipment, teaching assistants etc.) for you.

6. At the end of a term which you have booked onto, if there is any unpaid balance you will be sent reminders for the outstanding balance until it is paid in full.
7. If this situation occurs again on subsequent invoices, Townsend Dance reserves the right to add a 10% administration fee to your outstanding balance to cover the extra time taken to reclaim unpaid fees.

### **STANDING ORDERS:**

Townsend Dance offers a monthly payment standing order option to pay for classes as an alternative to paying by termly invoice. This spreads the cost of your classes over a one-year period, and may be an easier way for you to pay for your lessons. Should you wish to set up a monthly standing order, you are aware of and agreeing to:

1. The monthly retainer standing order covers the full month. If you decide to leave mid-month the full month's payment will still need to be paid.
2. The sessions planned per year are the same as the school year for children's classes (38) or every week except 2 weeks over the Christmas period for adult and Acro classes (50, or 46 for Acro Juniors due to venue availability over the Christmas period).
3. If we have advanced notice of needing to cancel any classes we will notify you and give you a revised figure for that month.
4. In the unlikely event of a last minute cancellation of one session only due to exceptional circumstances we will be unable to refund that session of your monthly retainer fee. The monthly retainer fee secures your place at the school regardless of closure, as venue hire and other overheads are still necessary regardless of attendance.
5. Should you wish to alter your enrolled classes please give a month's notice so that we can alter your monthly balance ahead of your change of attended classes and charge you correctly.

### **PHOTOGRAPHY:**

Photographs and videos may be taken of you/your child during lessons or performances. These photographs may be used as teaching aids, progress tracking, on our website or social media pages, or in promotional material such as adverts, flyers and posters.

By ticking the consent box you are agreeing to their use.

If you wish for your/your child's photographs to **not** be used, please do not tick the photography consent box and we will exclude you.

**MEDICAL:**

1. Please inform the teacher of any injuries before the class.
2. Asthma pumps/other medicines which are self-administered must be handed to the teacher at the commencement of class if they may be needed during the lesson. If necessary please add a note regarding the type of medicine and how it would be administered by the student.
3. If a member of staff may be required to assist in administering medicines, please provide all medicines in a sealed bag with a note explaining clearly how they will be administered, and authorising a member of staff at Townsend Dance to assist in administration.
4. Please check that any medicines brought to dance classes are in date and stored correctly.
5. Adults are responsible for their clearance to exercise from a doctor and must be responsible to stop if they feel unwell.
6. In my absence in an emergency situation, I authorise a member of staff at Townsend Dance to give consent for any medical treatment that may be required.
7. I give consent for my child/myself to receive first aid treatment by a member of staff at Townsend Dance, and, if necessary, be transported to receive emergency care.
8. I will keep Townsend Dance updated of any changes to medical conditions which are relevant to my/my child's participation.
9. I agree to confirm my medical information annually, regardless of alterations in my medical conditions.
10. I understand that some skills, particularly in higher-level Acro classes, despite all safety measures, correct supervision and training, inherently pose a risk due to the nature of the skills themselves. I understand those risks and that accidents can happen, and I will not hold Townsend Dance responsible in the instance of an accident, unless it was caused by negligence of a member of staff.

### **SAFEGUARDING AND EQUALITY:**

1. Townsend Dance does not discriminate on background, race or religion.
2. Townsend Dance will place pupils in classes appropriate to their level of development.
3. Townsend adheres to health and safety and safeguarding policies, which are available for students/parents to read upon request. These include:
  - Risk Assessments and Evacuation Procedures,
  - Health and Safety policy
  - Children and Vulnerable Adults Safeguarding policy
  - Equal Opportunities policy
  - Customer Services policy
  - Code of Professional conduct
  - Continual Professional Development policy
4. Members of staff at Townsend Dance take regular training in health and safety, first aid, chaperoning, safeguarding children and vulnerable people. Certificates available to view upon request.
5. Townsend Dance risk assess venues, both regular venues and performance locations to ensure safety.
6. We do our utmost to ensure the safety of those in our care, please assist us in doing so by keeping us updated of changes to your contacts, medical conditions, or other relevant circumstances which may occur outside of our annual checks.
7. All staff and any outside staff booked in to assist us or offer any additional training are all DBS checked and hold relevant qualifications.

### **DATA PROTECTION POLICY MAY 2018:**

In line with new data laws in England and Wales, this policy outlines how Townsend Dance collect, uses and stores your data.

*What types of information we do retain and why?*

- **Personal contact information**, provided by you either in writing or on our registration system is kept so that we can communicate with you; to send invoices, to update you regarding your classes and events, or to contact you in an emergency. This includes full name, address, email, telephone numbers, date of birth, the date you registered, medical conditions, and exam results.
- **Personal medical information**, provided by you either in writing or on our registration system is kept so that relevant teachers and chaperones can be made aware of important information regarding your/your child's wellbeing.

- **Photographs and videos**, taken if you have given your consent, are kept as records of events participated in, used in the studio as teaching aids or as promotional material.

*Who might we share your information with?*

- Any relevant personal information may be shared with the examining body if you enter an examination. This can include your name and date of birth, previous examination details, and medical exemptions (if you have a disability which may affect your performance or be relevant during an exam). You can opt out of examination if you wish for this information to not be shared. We only give the information of those students participating, not the whole school or class.
- Personal information may be shared with Kent County Council for shows and events. This can include names, dates of birth. This is so the Council can ensure that Townsend Dance are adhering to child performance rules and regulations. This only applies if you are participating in more than 4 performances with us in less than 6 months, which is not usual for us. You can opt out by not participating in more than 4 performances in less than 6 months.

*How is my data stored?*

- Electronic data is stored on Membermeister, a UK-based cloud hosted account system, accessible only by password.
- Data on paper is stored in a locked filing cabinet, or in electronic form (hard drives or phones), which are password protected.

*How long will my data be retained?*

- Your data will be removed and destroyed once you are no longer a student, or in accordance with law and regulations.

*What are my rights regarding my data?*

- Acceptance of these terms and conditions indicates that you are happy for us to use your data as outlined. If you decline we will not retain your information.
- Requests to see what information we hold on you, and how it is stored can be made to [admin@townsenddance.co.uk](mailto:admin@townsenddance.co.uk)