

# Pat Steel

## School of Dance

### TERMS & CONDITIONS

When you join our school, we want you to be completely satisfied with the service we offer. Below are the booking terms and conditions, which let you know what to expect from us and what we expect from you.

What we offer:

The Pat Steel School of Dance offers many different genres of dance classes for children from age 3-18 years, plus adult classes. Our current prices can be found on the relevant fee form and you can find this either online ([www.patsteelschoolofdance.co.uk](http://www.patsteelschoolofdance.co.uk)) or at our venues. Please note that not every activity pictured in our literature or on the website is available at every venue so please check venue-specific details using the Pat Steel School of Dance website to find what's available and where.

#### 1. Parents/Guardians Responsibility

Parents/guardians have a legal responsibility to remain on site with their child if he/she is under 8 years old. We advise that parents/guardians remain on site with children under 11 years old, but it is not a legal requirement. Children NOT in our classes but left unattended cannot be the responsibility of the Pat Steel School of Dance. The only exception to this rule is when it has been prearranged that a member of staff has been assigned to escort children from one area to another within the dance school.

#### 2. Arrival and Departures

a) We ask all parents/guardians to ensure children arrive on time, and no earlier than 15 minutes before the designated start time for the day/session. We are unable to take responsibility for children who arrive earlier. Being late affects the other children and the plan for the class, so children who arrive late for a class may be refused permission to participate at the discretion of the teacher, and in this event, no credit note shall be given.

b) We also ask all parents/guardians to arrive at least five minutes before the designated end time for the session. No child will be able to leave the premises without a parent/guardian unless written notification is received before the start of the term detailing suitable alternative arrangements. If an emergency occurs and you are unable to collect your child, please call another parent in your child's class or your branch manager, if you have one. Please text the teacher as soon as possible. If, at the end of a session, a child has not been collected, we will call all the contact numbers you have provided for us. If we cannot contact anyone, a teacher will remain with your child for 45 mins before the local authorities are called.

### 3. Medical conditions and First Aid

a) It is your responsibility to inform us at the time of registration of any of your child's pre-existing medical conditions (including allergies) physical challenges or behavioural conditions. If your child has any medication requirements whilst under our care, we can make provision for the child's specific needs. We would expect the parents/guardians to provide a care plan or any relevant background information that Pat Steel School of Dance staff may need to be aware of while their child is attending a dance class. We would ask parents/guardians to contact the Pat Steel School of Dance in advance to discuss any individual requirements.

b) First Aid will be administered to all children that have completed the first aid consent form included in your registration contract. All accidents will be recorded by the teacher in their accident book, which parents/guardians will be asked to sign at the end of the class. If the accident is serious, we may need to call the emergency services.

c) EpiPen Guidelines – Pat Steel School of Dance teachers are not qualified to administer an EpiPen (an emergency treatment of anaphylaxis). However, they are permitted to do so if we receive a letter containing written permission from the parent/guardian. The parent/guardian must state in the letter that permission is given to administer the EpiPen but that they fully understand that staff may not be qualified to do so and that they (the parent/guardian) accept full responsibility.

d) Sickness/Injury - Children cannot attend if they are sick (including vomiting, diarrhoea, conjunctivitis and head lice). All children who are ill or infectious are to be kept at home during their illness and for 48 hours after the last symptom occurs. If however, they have an injury which means they cannot dance, we highly recommend attending their classes to observe. The Pat Steel School of Dance is not responsible for injury occurring because of a pre-existing medical condition. Where a child falls ill during a class, and we think it necessary, their parent/guardian shall be called to take the child home and you are expected to collect your child without delay.

### 4. Behavioural Standards and Equal Opportunities

a) The Pat Steel School of Dance expects all children to behave at all times in a manner that is acceptable to both fellow children and staff. We reserve the right to exclude a child from our dance school where he/she fails to maintain the required behavioural standard. Such failure shall include, but not be limited to, unreasonable behaviour, vandalism, racial, sexual, verbal or physical bullying of a fellow child or member of staff. Transportation of the affected participant(s) home will be the responsibility of the parent/guardian, and no refund or credit will be issued.

b) The Pat Steel School of Dance is an equal opportunities school. We welcome all children, regardless of their gender, ability, race or religion. Each child attending The Pat Steel School of Dance is of equal value and is entitled to equal access of opportunity. We operate a zero-tolerance policy on discrimination or bullying of any kind.

## 5. Child protection

a) Safeguarding – The Pat Steel School of Dance teachers and admin assistants have a duty to act if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse. In such an event, the member of staff will follow the Safeguarding Policy as detailed in our policies and procedures. Please see our safeguarding policy for further clarification.

b) Our teachers have DBS checks in place, however, in the unlikely event of any incorrect information provided by the teacher or admin assistant when completing the DBS we cannot be held responsible.

c) Data Protection - Please see our updated 2018 privacy policy for full details.

d) Photography, video and social media - Please see our updated 2018 policy for full details.

## 6. Physical Contact

Teaching dance is a physical activity and appropriate physical contact between students and teachers in class is essential to training. Teachers may use their hands to illustrate a concept to a child or to adjust parts of a student's body. In acro classes, teachers will be demonstrating with students in ways which will involve supporting and lifting. In choreographic teaching, teachers demonstrate positions and movements to the students by moving parts of the student's bodies; this often involves a good deal of physical contact with students. The Pat Steel School of Dance recognises that such physical contact is a potentially complex area; and the school also fully recognises its responsibilities for safeguarding students and teachers and for protecting their welfare.

The following principles and procedures are in place to fulfil the School's obligations:

- \* Contact by the teacher is made with particular awareness of the needs of each individual, to assist the young dancer in correcting placement
- \* All teachers will treat any physical contact with due sensitivity and care.
- \* Contact will not involve force or the use of any instrument
- \* Teachers will be mindful of location and avoid situations where they are isolated with a student.

## 7. Accounts information

- a) Payments - You can pay by: online transfer, cheque or cash. Invoices are sent out at the start of each term via email. Please use the invoice number as a reference when making payment.
- b) Each new family joining the school will be subject to a one off £10 registration fee to join the school.
- c) Invoices which are not settled in full within 3 weeks of the start of term will be subject to a £5 penalty.
- d) Returned Payments - If the bank returns payment, then any bank charges incurred by The Pat Steel School of Dance, as a result of returned payments, must be paid in full by you. The Pat Steel School of Dance does not accept any liability for bank charges you may incur. In all cases, the responsibility rests firmly with you to ensure all payments are valid at the time of booking and please remember that your child's place is only confirmed when payment is cleared and received by us.
- e) Children will not be entered for examinations if tuition fees remain unpaid.
- f) Change and cancellation by a parent/guardian - With the exception of children leaving to go to University or College, we expect a half term's notice in writing when planning to leave a class. Failure to do so will result in the termly fee still being required. For example those wishing to leave the school in July and not return in September need to let us have notice by half term in May.
- g) Changes and cancellation to classes by The Pat Steel School of Dance - Should we need to cancel a dance class for any reason within our control, we shall do so with as much notice as possible and you will be offered a full refund or a place on the same or similar class at a later date.
- h) In the event of extreme circumstances beyond our control, classes may need to be cancelled. We will always post any cancellations on our website and Facebook sites, and endeavour to contact you via email and/or text.
- i) During adverse weather conditions, or other force majeure event, if the classes are still able to operate safely, they will continue to run. No refund or credit will be applicable for those who wish not to attend.
- j) If the classes are cancelled due to circumstances outside of our control (for example road closures and venue closures due to the snow) we are unable to offer a refund.
- k) Cancellation and Refund Policy - Except as noted above, the Pat Steel School of Dance does not issue refunds for any reason, including no-shows.

## 8. Personal belongings

a) Lost Property - Please ensure children do not bring valuable toys or belongings when attending the Pat Steel School of Dance. We cannot accept liability for lost, stolen or damaged items. Please ensure clothing and other belongings are clearly labelled with the child's name to help us return unclaimed items. Lost property will be kept at the Pat Steel School of Dance office for a period of three weeks after discovery. If items are still unclaimed after this period, the Pat Steel School of Dance will distribute them to local charities.

b) Mobile Phones and Electronic Devices - Mobile phones and other electronic devices (e.g. iPads, game consoles, etc.) are prohibited in our classes. They may be brought into the classroom if they are turned off or on silent and inside a dance bag. They are not to be used during the class or within the studio. The Pat Steel School of Dance will not take any responsibility for the damage or loss of any electronic devices that are brought into our venues.

## 9. Liability and Insurance

a) The Pat Steel School of Dance does not accept liability for loss or damage to property, sickness, personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

b) Where incorrect or misleading information is provided on the booking form, whether medical or otherwise the Pat Steel School of Dance are under no liability whatsoever in respect of personal injuries or otherwise.

c) Organisers providing the facility and their servants are under no liability whatsoever in respect of personal injuries, loss or damage to property whilst attending the Pat Steel School of Dance and neither the Pat Steel School of Dance nor the organisers providing the facility shall be liable for direct or indirect losses if the Pat Steel School of Dance, a venue or facility we use closes.

d) Our Public Liability Insurance policy covers all children under our care.

## 10. Hired facilities

a) Respect of facility - There is to be no littering, inconsiderate behaviour or accidental or deliberate damage to the grounds or studios of any of our hired facilities.

b) Children, teachers and parents/guardians are not permitted in any area other than the rooms hired out by the Pat Steel School of Dance.

c) In the event of any damages to hired facilities the relevant parent will be billed.

11. Complaints - Now we have set out what you can expect from us, and us from you, the Pat Steel School of Dance is fully committed to delivering the highest standards of teaching, coaching and childcare to the dancers within our school 'family'. We aim to ensure every child has a fantastic experience in their dance classes and they cannot wait to come back. If you, or your child, are not entirely satisfied with the service we provide, we would like to hear about it. Any complaints should be addressed directly to the Principal, rather than staff or branch managers. If we are aware of any problem while your child is still attending our school, we can aim to resolve this at an early stage. You can be assured that any complaint will be taken very seriously and in the strictest confidence.

12. Changes of Terms and Conditions - Terms and Conditions are correct at the time of publication/issue and are subject to change without prior notice.

August 2018