



SUBSCRIPTION FAQ's

What is a subscription?

The cost of each class will be split equally over 12 months rather than paying up front each term. Multi class discounts are factored into the price. eg: 1 x 45 min class per week = £19 per month. This will be so much more convenient for you and our school, as we collect fees automatically via subscription. Fees will be pro rata, meaning they are due every month, but once you have signed up, you won't have to think about payments each term and your child's space will be reserved in their chosen classes.

How is my monthly fee calculated?

Your monthly fee has been calculated by calculating the cost of 36 weeks of classes and dividing by 12. Multi class discounts have already been applied to each individual subscription plan.

You will receive an email every month 3 days before your payment is to be taken.

What do I have to do?

Nothing for now. Everyone will be auto assigned a plan based on their current classes.

How do I know how much I will be paying per month?

You will receive an email from us highlighting your April cost and then your recurring subscription cost from 1st May onwards.

Why does April cost less than the others?

As we're starting the subscription plan with only 2 weeks of classes for Summer term in April, we have halved the monthly cost for your first payment.

When does payment come out?

Payments will be taken automatically on the **1st of each month.**

Why am I being charged when there are no classes during the holidays?

As the cost of classes are spread across 12 months, this means you will pay every month, even if you do not attend classes; for example, during the summer holidays.

When do I need to do something?

When you receive a subscription confirmation email, you will need to confirm by clicking '**SET UP PAYMENT**' and using apple/google pay or your card details.

What happens next?

Once your payment details have been set up, that's it. **You are subscribed.**

What if I want to change my plan / classes?

To remove a class, we require 1 month notice to cancel that off your plan. As the subscription is an automatic payment, we need sufficient time to change your plan and for the changes to take

effect with the payment provider. Failure to give sufficient notice will result in you being charged another month for that class.

What if I want to add a class/es?

Classes can be added anytime (as long as there is space). You will not be charged any additional funds until your next payment date. The new subscription amount will reflect the cost of the additional class (factoring in multi class discounts). The new classes attended before the new plan takes effect will be added on as a 'cover payment' in your **1st month ONLY**.

What if I have more than 1 child at Absolute Arts?

Customers can only have 1 subscription plan assigned, therefore, if you have 2 children that attend Absolute Arts, your subscription payment will reflect the classes they each take (again factoring in multi class discounts per child)

What about extras such as Private Lessons and Dance Company fees?

Dance Company will be billed at the start of each term and NOT included in your subscription plan. Private lessons will still be billed at the end of each month.

What are the monthly prices for lessons?

The pricing structure is below (not factoring in any multi class discounts)

30 min class = £17 on the 1st of each month

45 min class = £19 on the 1st of each month

60 min class = £22 on the 1st of each month

90 min class = £25 on the 1st of each month

What are the multi class discounts?

Discounts are applied based on what each student is doing, not collectively (if you have more than one child). Multi class discounts begin on the 3rd class taken and go up in increments of £10 per additional class. Eg: 3 classes = £30 discount and so on.

What if my payment fails?

If a payment fails, Stripe will automatically try again on the 4th and 9th of the Month. A late payment fee of £10 will be added to your account as a 'cover payment' for the next month's fee **ONLY**. Failure to pay for classes will result in your child's space being withdrawn. If you are having trouble paying, please contact us on info@absolutearts.co.uk.