



Absolute Arts Terms and Conditions 2025
Introduction

To help you get the best out of Absolute Arts and to understand our responsibilities to you and your responsibilities to us, please read the following terms and conditions. The language used should make these terms and conditions as clear as possible. The following policies exist to safeguard the wellbeing of our pupils and to ensure that the good name of our Studios continue to be associated with high quality teaching and enjoyment of dance. Absolute Arts reserves the right to refuse entry to classes if these rules are not complied with. The studio will review and amend its policies on a regular basis and advise parents and pupils to read this document thoroughly to ensure a clear understanding is gained. Please contact a member of our team if you require further information.

1. Payments and fees

1.1 In order for a place to be kept open for your child in our classes, payment is required monthly in advance, by subscription only.

1.2 Signing up through our website and setting up a subscription is the only registration and payment method Absolute Arts will accept. We are no longer able to accept cash, cheques, monthly BACS payments or fast track payments.

1.3 We reserve the right to make changes to these amounts and/or collection date if necessary. In this case, you will be given notice via email prior to collection.

1.4 Fees are reviewed annually.

1.5 The system we use is ClassForKids. All registrations and payments are set up through our website which links to this system.

1.6 Payment will be taken from the account you specify on 1st/2nd of every month. Failure to make payments on time may result in losing your place in chosen class(es). If you are having trouble paying, please speak to a member of our team and we will do our best to help.

1.7 Prices are based on 36 weeks' worth of classes and pro-rated over 12 months.

1.8 There is an annual membership fee of £25 (from 1st September 2025) per person, to cover insurance, licensing and extra administration associated with your membership.

1.9 Fees and event payments are non-refundable, this includes trial fees, should you no longer wish to take part in your paid trial.

1.10 From 1st September 2025 when the membership fee is introduced, if you decide to cancel or pause your subscription, a further membership payment of £25 will be charged to reinstate your place within Absolute Arts.

1.11 Late subscription payments will result in a late payment fee of £10 added to your account. If you're having trouble paying, please contact us on info@absolutearts.co.uk

2. Cancellation

2.1 Should your child wish to cancel a class or subscription to Absolute Arts, one month's written notice is required to: (info@absolutearts.co.uk). Cancelling after this time will result in you being charged a further month of your current subscription plan before cancellation takes effect. For example, if you cancel your subscription on 2nd of the month you will be charged the following month's subscription. If you cancel on the 1st of the month then you will not be charged the following month.

2.2 Any classes that fall under 5 students in total may be cancelled or merged into another class.

2.3 All unattended lessons are still payable.

3. Clothing

3.1. Absolute Arts branded merchandise is available to order from www.absolutearts.co.uk/uniform. Leotards, tights, shoes etc can be bought from Dalbys, London Road.

3.2. No jewellery or accessories to be worn to Absolute Arts classes for safety reasons.

3.3. Uniform must be worn at every session

3.4 Hair should be in a neat and tidy ponytail or bun.

3.5 Any student wishing to take part in our performances will be required to purchase/ hire costumes, tickets and pay show fees where applicable.

4. Classes and performances

4.1. Absolute Arts aim to provide the very best training. We will implement fun and discipline to do this. If we feel that any student is being disruptive on a regular basis we will issue a verbal warning. If this continues, we will speak to the parent or guardian about the matter.

4.2 Promotional pictures and footage will be taken throughout the year during classes and performances; we will require a written request if you do NOT wish for your child to take part. We may also work in collaboration with outside media companies in line with our data protection policy.

4.3. We advise that your child does not bring any valuables (i.e. phones, jewellery etc.) with them to the classes. Absolute Arts do not accept any liability for lost or damaged belongings. Any belongings should have the child's name clearly marked.

4.4. No child will be allowed to leave the building without a parent/guardian (unless arranged otherwise, in writing to info@absolutearts.co.uk) Your child's safety is paramount to us.

4.5. Absolute Arts cannot be held responsible for any injuries incurred during dance class. Teachers will ensure students are learning and progressing in a safe manner. Dancing, acrobatics and any / all physical exercise / activity poses a risk of injury and the person accepting the terms and conditions understands these risks and accepts that injury may occur.

4.6. If you are going to be late to pick your child up, you must contact the studio to inform us. Late pick up charges will apply.

4.7. If you wish to add/drop a class, this must be confirmed in writing by emailing info@absolutearts.co.uk, then amended via your ClassForKids account. Cancellation terms apply.

4.8. Students who are on unlimited packages that do not attend a class 3 or more times, will be removed from that specific class. This is so that other students have the opportunity to move into the

class if they are on the waiting list. The student removed will be placed onto the waiting list until a space is available to be allocated to them.

5. Discipline

5.1. Unruly, disruptive behaviour in class will not be tolerated. We have a strict antibullying policy in place and expect our students to always adhere to this.

5.2. We believe in teaching boundaries and setting a good example in line with our positive ethos to build our student's confidence

5.3. Our staff will not tolerate abusive or disruptive behaviour from students or parents. We will treat everyone with respect and appreciate the same in return.

5.4 If a child/parent displays consistent unruly or aggressive behaviour, this could result in termination of class membership.

6. General

6.1 Any medical conditions must be disclosed upon registration, and the responsibility falls on you, the parent/guardian, to update us when necessary thereafter. It is imperative that we are always fully aware of any health implications, for your child's safety and your own peace of mind.

6.2 Absolute Arts' communication is made via email, whatsapp messenger and social media. Please ensure you follow our social media platforms for recent updates and continue to check spam/junk email folders. Other important information can be found on our noticeboards. It is the parent/guardian's responsibility to keep up to date with all relevant information regarding their child.

6.3 From time to time, it will be essential for physical contact to take place between the teacher and student/peers. We always encourage safe practice and support students in doing so.

6.4 In the event of a session being cancelled due to conditions out of our control, fees will be non-refundable. Refunds will only be made if a class is cancelled due to an internal reason - for example, sickness of a teacher where cover cannot be arranged. This DOES NOT include closure due to adverse weather conditions. In the event of a class being cancelled a 'make up' class will be

rescheduled. If you cannot make the rescheduled class, refunds will not be issued. Refunds will be issued (for the cancelled class only, on a pro rata basis) if we cannot reschedule the class.

6.5 Refunds will not be issued if a student cannot attend a class. Transference of money paid for a class to another class would be at the discretion of Absolute Arts. Transfers are not acceptable to private lessons. Eg: group class funds being used to pay for 2 x private lessons. Transfers cannot be used for another student. In the event of a cancelled class, a replacement class will be offered in the first instance. If the school is forced to close, the replacement class will be offered online. If a replacement class is not offered to a customer, then a refund will be issued. Refunds will only be issued for the class(es) missed. The amount refunded will be based on the hourly rate of the class (the terms fee for that class divided by 12) taking into consideration any discounts applied to your account. In the event of a pandemic or epidemic, including the current Covid-19 outbreak, if we are advised to close due to government guidelines and laws put in place, refunds will not be issued. We will however, move all timetabled classes onto our online platform so they can still be attended by the students and this will be at no extra cost to the customer.

6.6 All events are a choice, therefore show participation is not compulsory.

7. Covid-19 7.1 Given the current climate, we will continue to follow government guidelines regarding the coronavirus situation and do everything necessary to ensure the safe running of the studios for both staff and students.

7.2 Absolute Arts has put in place preventative measures to reduce the spread of Covid19; however, Absolute Arts cannot guarantee that you or your child(ren) will not become infected with the virus. Further, attending Absolute Arts could increase your risk and your child(ren)'s risk of contracting Covid-19.

7.3 Families and students attending Absolute Arts acknowledge the contagious nature of Covid-19 and voluntarily assume the risk that they may be exposed to or infected by and agree to assume all the foregoing risks and accept sole responsibility for any illness, of any kind, they may experience from attendance at Absolute Arts.

7.4 Students/families should not attend classes if they are showing any symptoms such as a fever, cough, or congestion.

7.5 Students/families should not attend classes if any relatives, living in the same household, have been diagnosed with Covid-19 or are showing symptoms and should only return once the appropriate isolation period has ended. We trust that our families will respect this matter and always do the right thing by following any rules we have in place.

7.6 Adults are not permitted to be inside our premises to limit the chance of the virus spreading. By signing up to our classes, you are agreeing to the Terms and Conditions currently in place and confirm that you have read and understood them.

If you wish to discuss any of the terms and conditions with us, please send an email with your query to info@absolutearts.co.uk