



www.eosdance.co.uk

Eos Dance School – T&Cs

Please read this document carefully
It contains important information regarding our terms

- 1. Uniforms:** Uniforms are **compulsory** for all our classes and provided by us. These can be collected from the teacher after order and payment or it is possible to request postage (applicable fee applies). Please order your items via email, providing UK sizes. **Uniforms are not required for a trial class. We gratefully accept donations of used dance shoes, t-shirts and leotards for our families on income support.** We reserve the right not to admit children who do not regularly wear their uniform for class.
BALLET: Eos Dance regulation leotard for girls/regulation ballet boys t-shirt and blue or black bottoms. Please make sure that each item is labelled and that bags are checked every week. Always leave a little purse with spare headbands/hair grips. Ballet tights are NOT required. **Shoes:** Please book with Ari, providing UK size of your child's current outdoor shoes.
STREET DANCE: Eos Dance Team t-shirt and own trainers (at TRAINING POINTS ONLY: non-slip socks). We recommend loose trousers. Girls must wear leggings if they wish to opt for a skirt.
TAP: Eos Dance Tap t-shirt and tap shoes. **Shoes:** Please book with Ari, providing UK size of your child's current outdoor shoes.
- 2. Returns:** It is possible to return or exchange any items when unworn. However, these must be tried on with a teacher and repackaged as received. Kindly request your return via email within one week from receipt of your item(s). You will be given an authorisation code to validate your return. Please note that leaving items on premises or with a teacher without an authorisation code may invalidate your right to exchange or to receive a refund.
- 3. Lost properties:** Due to lack of facilities, we are unable to store lost properties. Any items misplaced during class times will be left at the venue and kept in their lost property area at their discretion.
- 4. Communications:** Most of our communications are sent via email. Full term, fees, T&Cs and any other details (information pack) are available on our website at all times. Any updates to said paperwork come into effect when published on our website. Please make sure you regularly check your information pack on our relevant web page and that you read our newsletters carefully. We recommend monitoring your spam folder, to avoid missing group emails.
- 5. Benefits and support:** We offer support for to families on UC as job seekers/on low income. Tax Credits do not qualify. Please contact us to discuss.
- 6. Parents' Days:** We will schedule a watching day twice a year - at Christmas and at the end of the summer term. At other times, for health and safety reasons, **parents are not allowed to remain in the hall during classes.**
- 7. Absences:** Whilst it is not possible to detract absences from the term fees, children are allowed and encouraged to make up for any missed sessions. Pupils have free access to our weekly and weekend classes for the purpose. Kindly book your catch-up sessions with Ari via email, with a minimum of 24h notice.
- 8. Pick-up and drop-off:** Kindly arrive in good time, both for class and to collect your children. A surcharge of £1 per minute will be applied to delays that are over 10mins the end time. We are unable to let your children leave without an unauthorised adult. Should you need to change your collection arrangements, please contact ari@eosdance.co.uk at least 3 hours before the start time of your class.
- 9. Use of personal information:** Your personal details will only be used by us and in accordance with the Data Protection Act 1998. Please note that our teachers will be given your contact details to reach you in case of an emergency and only when the management is unable to do so. They may also be requested to take footages of their own work with our children, for monitoring and training purposes. Such video content will remain restricted to staff use only and will never be divulged to the public. You have the right to request that your child is not filmed. To do so, please contact us via email. Your request must by us be acknowledged in form of an

email. When a place is cancelled, your personal information will be removed from our system at the end of your last term. We take your privacy seriously. Please report any misuse of your contact details.

10. **Referrals:** To qualify for a referral discount, the friend(s) you are introducing must be new to the school and not have enquired before. They will have to mention your name in writing when making their enquiry or on their booking form (section “*Where did you hear about us?*”). You will also have to let us know in advance the name of the person you are referring. Your discount will be applied to your next payment. Referrals discounts for/from students on benefits are calculated at 50%.
11. **Payments and cancellation:** **Term fees are payable upfront. Late payments will incur a £10 charge. Payments not settled by the end of the term will incur a £50 charge. Unpaid fees will be reported to our solicitor. Please refer to our fee list for payment details.** Should we cancel a class, we will provide a replacement session. **This excludes *force majeure***, i.e. circumstances beyond our control impeding the service (ex: severe weather/environmental conditions, strikes, civil commotions, Health and Safety hazards, interruption/failure of electricity etc.)
12. **OUR TEACHERS ARE UNABLE TO ARRANGE ATTENDANCE, CLASSES, UNIFORMS, PAYMENTS OR DEAL WITH ANY ADMIN TASK.** Please contact Ari (ari@eosdance.co.uk) to request any information or discuss changes to your attendance.

Should you wish to cancel, you will need to give written notice before the end of the term or fees for the next term are fully payable. Your notice MUST BE ACKNOWLEDGED BY US IN WRITING. No refunds for leaving once the term has started. Any issues regarding payments or failure to pay without having given appropriate notice will be reported to our solicitor and credit collection agency.

By registering, you agree that you have read, understood and accepted these T&Cs.