



## TERMS AND CONDITIONS

### 1. Introduction: Who We Are and How to Contact Us

Elevations Dance is a dance school operating from multiple venues across North Leeds. Our mission is to provide a fun, welcoming, and safe environment in which students can learn, grow, and thrive through the art of dance.

All of our instructors are professionally qualified and hold membership with recognised teaching organisations including, but not limited to, the Royal Academy of Dance (RAD), International Dance Teachers Association (IDTA), and Imperial Society of Teachers of Dancing (ISTD). This ensures our students receive instruction from experienced and accredited professionals, with structured progression opportunities and access to dance examinations.

**Contact Information:**

For all enquiries, please email: [info@elevationsleeds.com](mailto:info@elevationsleeds.com)

### 2. Booking Process and Agreement

All dance classes must be booked in advance. By completing the membership form and attending our classes, you are deemed to have read, understood, and accepted these Terms and Conditions in full.

New students may join at any point during the year, subject to class availability. Fees will be pro-rated for mid-term enrolments.

If a third party completes the registration on behalf of the parent/guardian or carer, it is the responsibility of the booking party to ensure the carer has read and agreed to comply with these Terms.

In the unlikely event of a technical error resulting in overbooking, Elevations Dance reserves the right to cancel the affected booking and provide a full refund. We also reserve the right to decline any booking at our sole discretion.

## 3. Booking Categories, Terms, and Fees

This section outlines the booking terms applicable to our three primary service areas:

- **3.1 Stompers (Pre-School Dance)**
- **3.2 Children's Dance Classes**
- **3.3 Adult Dance Courses**

### 3.1 STOMPERS – Pre-School Dance (Ages 2–4)

#### **Trial Class**

- New students may book a single trial class at a cost of **£7.00**, payable in advance.
- Trials are non-refundable and non-transferable.
- Participation in a trial does not guarantee future availability; we advise booking promptly if continuing.

#### **Class Fees & Booking**

- Standard class rate: **£6.50 per session**, payable in half-termly blocks.
- Enrolment post-trial is calculated pro-rata for the remaining sessions in that block.
- We do not offer pay-as-you-go options.

- Once payment is made, missed classes (due to illness, holidays, etc.) are **non-refundable**.

### **Cancellation & Refund Policy**

- To cancel a block booking before the period starts, email us at [info@elevationsleeds.com](mailto:info@elevationsleeds.com). An **administrative fee of £10** will be deducted from any applicable refund.
- We cannot reserve future start dates without full payment.

### **Health, Safety & Participation**

- Children must wear comfortable clothing and dance barefoot or in ballet shoes (no socks/tights for safety).
- A parent or guardian must accompany children in assisted classes.
- Please do not attend if your child is unwell. Notify us in advance. Transfers are at the principal's discretion.

### **Media Consent**

- Participation grants consent for possible use of photographs or videos for promotional purposes, unless declined in writing by emailing [info@elevationsleeds.com](mailto:info@elevationsleeds.com)
- You are permitted to photograph your own child during class; please avoid capturing other children in the frame.

### **Force Majeure**

In the event of forced closure (e.g., weather, public health emergency), we will attempt to offer a replacement session. If this is not possible, affected sessions may be forfeited. If we cancel a session (e.g., staff illness), we will extend the term or issue a refund.

## 3.2 CHILDREN'S DANCE CLASSES

### New Students

#### 1. Initial Booking Process:

- Complete a class request form.
- Upon availability, a registration form will be issued.
- A **£20 holding fee** is payable at registration.

#### 2. Trial Class:

- If, after your first class, you do not wish to continue, notify us via email. We will refund your holding fee, minus the cost of the trial. This must be done within 48 hours. Failure to let us know after 48 hours will result in loss of your holding fee to allow us the time to reassign the place to another student.
- Continuing students will be invoiced for the term (we will take your holding fee into consideration). Membership is due. You will receive a T-shirt as part of membership.
- The holding fee is non-refundable after continued enrolment.

#### 3. Start Date Flexibility:

- Future start dates can only be held with payment. Otherwise, your place may be forfeited.

### Existing Students

- A **£20 annual membership fee** per student is required and includes an Elevations t-shirt.
- Priority is given to returning students during re-enrolment.
- Membership fees are **non-refundable**, except when we are unable to offer you a place.
- To withdraw, notify us **before the start of term** to allow reallocation of your space.

## Payment Terms

- Invoices are issued during school holiday periods (Summer, Christmas, Easter).
- Full payment is due by the **end of the first week of term**.
- Overdue invoices beyond **week 3** incur a **£10 late fee** and will result in suspended attendance.

## Cancellation Policy

- Cancelling less than **7 days before the start of term** results in a charge for the first class(es) to allow us reassignment of your place.
- Once a term has commenced, fees are **non-refundable**.
- Missed sessions (e.g., due to illness or holidays) are not refundable.
- Long-term illness or injury is reviewed at the principal's discretion.
- For broken limbs:
  - If the class is full and you wish to retain the space: 100% fees apply.
  - If not full, and you request a place-hold: 50% retaining fee.

## Conduct and Behaviour

- We reserve the right to remove students from the programme for persistent disruptive behaviour. No refunds will be issued.

## Force Majeure

- No refunds will be issued for forced closures. We will attempt to provide a replacement or online class where possible.
- If Elevations cancels a session for internal reasons (e.g., instructor illness), we will offer either a refund or extension.

## Annual Show and Class Disruption

- During show season, some classes may be disrupted due to rehearsal schedules. No refunds will be issued for these changes.

### 3.3 ADULT DANCE COURSES

#### Booking and Payment

- Adult classes operate on a **per-course basis**. Full payment is required upon booking.
- By booking, participants confirm they are medically fit to participate.

#### Cancellations & Refunds

- A **£10 administration fee** applies to any cancellation before the course begins.
- A **two-week grace period** is provided. Cancellation requests must be submitted by email **no later than 24 hours after your second class**. No refunds will be issued beyond the grace period.

#### Non-Attendance

- Failure to attend **three consecutive classes without notice** will result in removal from the course without refund.

#### Behaviour Policy

- Aggressive or disruptive behaviour will result in immediate removal from the programme with no refund.

#### Force Majeure

- If classes are cancelled due to external, unavoidable events, Elevations will endeavour to offer online alternatives. Refunds will not be provided unless cancellation is initiated by us.

#### Price Accuracy

- While we make every effort to ensure accurate pricing, errors may occur. In such cases:
  - If the correct price is lower, the difference will be refunded.
  - If higher, we will contact you before processing the booking.
- Prices are reviewed **per course**.

## 4. Our Right to Make Changes

We reserve the right to amend these Terms and Conditions at any time to reflect changes in relevant legislation, regulatory requirements, or internal policies. Such changes will not materially affect your enjoyment or the overall purpose of the services provided. You will be notified of any significant amendments. Continued attendance at classes following such notification will be taken as acceptance of the revised Terms.

From time to time, it may be necessary to make adjustments to:

- Class teachers
- Class times or venues
- Class content or structure

Where possible, we will give you reasonable notice of any such changes. However, some changes may be required on short notice due to circumstances beyond our control (e.g., staff illness, venue issues).

In the event of a class being cancelled due to low booking numbers, we will:

- a) Offer an alternative class or session; or
- b) Issue a full refund for the cancelled session(s).

## 5. Your Right to Request Changes

If you wish to make a change to your booking (including date, time, or venue), please contact us in writing at [info@elevationsleeds.com](mailto:info@elevationsleeds.com). We will inform you whether the change is possible and confirm any impact on fees, availability, or session details.

If we cannot accommodate your requested change, or if the revised conditions are unacceptable to you, you may choose to cancel your booking. In this case, either **Section 6 (Refunds)** or **Section 7 (Termination by Us)** will apply, depending on the circumstances.

## 6. Refunds

Any refunds owed will be processed promptly and, in any case, within **14 calendar days** from the date the refund is confirmed in writing.

Refunds will be made to the original payment method, less any applicable administrative charges in line with **Section 3 (Fees and Booking Terms)**.

No refunds will be issued for:

- Missed classes due to illness, holidays, or personal commitments (unless otherwise specified)
- Classes disrupted by force majeure events, except where Elevations Dance cancels a session and is unable to offer an alternative

## 7. Our Right to Terminate the Contract

We reserve the right to terminate your contract and withdraw your or your child's place at Elevations Dance with immediate effect in the following circumstances:

- If you or your child breach any part of these Terms and Conditions and do not remedy the breach within **7 calendar days** of being notified
- If your conduct, or that of your child, poses a risk to staff, students, or the learning environment
- If behaviour consistently undermines the values and safety standards of the Academy

Termination will be confirmed in writing, and any remaining fees or refunds will be calculated as appropriate.

## 8. Academy Communication and Updates

It is the responsibility of the Parent/Guardian to remain informed about the Academy's operations, updates, and events. Information is regularly posted on our private Facebook group: '**Elevations Academy Leeds Members Page**' — please request access.

We also communicate important updates via email throughout each term. We do not issue paper letters. If you are not receiving our emails, it is your responsibility to inform us promptly.

You have the right to opt out of such communications. However, if you do so, we will no longer be able to maintain our professional relationship, as this impairs our ability to communicate effectively regarding your child's involvement and progress.



## 9. Class Attendance and Conduct

**Infectious Illnesses:** Students must not attend class if they have an infectious disease.

**Venues:** As we operate from hired community venues, all clients are required to adhere to the rules and regulations specific to each venue, which may be displayed onsite or communicated to you at the time of booking.

**Punctuality:** Students must arrive on time. Entry may be denied if a student is late, especially where entry disrupts the class or the warm-up section.

**Attendance:** Regular attendance is essential for both class progression and individual development. Exam students will have their attendance monitored. Insufficient attendance may result in withdrawal from examinations and/or performances.

**Make-Up Classes:** Missed classes cannot be made up by attending other sessions unless pre-approved by the Principal.

**Examinations and Shows:** We hold regular examinations and an annual show. Participation in exams requires an entry fee, payable by the Parent/Guardian. Entry is at the teacher's discretion and based on readiness. A show participation fee applies for families involved, covering costs such as videography and staffing.

## 10. Behaviour and Discipline

Students are expected to behave in a respectful, courteous, and disciplined manner towards both staff and fellow students. Disruptive behaviour may result in disciplinary action or withdrawal from the Academy. Please refer to our Behaviour Policy for full details.

## 11. Uniform and Personal Hygiene

All students must wear the appropriate uniform once fully enrolled. Correct attire ensures safety and professionalism and enables proper technique development.

- **Hair:** Ballet students must wear a bun; for other classes, hair must be tied back neatly.
- **Hygiene:** Students maintain good personal hygiene.

## 12. Drop-Off and Collection

Students must be dropped off just before the start of class at the designated external door. They remain the responsibility of the Parent/Guardian until the teacher brings them inside.

Parents may leave the site but must be reachable via their primary mobile number. In the event of an emergency, we will contact you immediately.

If someone unfamiliar is collecting your child, you must notify us in advance. A collection password may be used to confirm identity. If your child is permitted to walk home alone, this must be indicated on the enrolment form.

**Late collection** incurs a penalty of £5 per 5 minutes.

### 13. Site Rules

There is no indoor waiting area for parents. You may wait outside.

- **Changing:** Students attending teatime/evening classes at St Martins may change on site. Saturday morning students must arrive dressed and ready.
- **Toilets:** Toilets are for students only.
- **Site Regulations:** All students and guardians must comply with site-specific rules displayed at venues.

### 14. Personal Property and Injury Liability

Students must not bring valuables to class. The Academy accepts no responsibility for lost or damaged personal belongings. Please label all items clearly.

Elevations cannot accept liability for physical injury. By participating in our classes, you accept that dance and gym involve physical activity where minor injuries may occur.

- **Injury Protocol:** All incidents are recorded in our accident log. Parents will be informed of any injuries sustained during class.
- **Venue Use:** Our venues (including parking areas and toilets) are used at your own risk.

We take every precaution to provide a safe and supportive environment for our members.

### 15. Data Protection and Member Information

We are committed to protecting your data in accordance with the UK GDPR (General Data Protection Regulation).

- Personal details are confidential and stored securely.
- Emergency contact and medical information must be kept up to date.
- Staff will not discuss or disclose information regarding other students.

Please refer to our **Privacy Policy** for more information.

## 16. Photography, Filming and Social Media

You may take photos of your own child at open classes. Please use all images responsibly and with discretion.

The Academy may record class videos or take photos for newsletters, social media, coaching tools, and promotional purposes. By enrolling, you consent to this unless you notify us in writing via [info@elevationsleeds.com](mailto:info@elevationsleeds.com).

We expect all parents, guardians, and students to use social media responsibly, especially when referring to the Academy. Any concerns should be reported to the Principal.

## 17. Studio Etiquette

- **Footwear & Clothing:** Muddy footwear is prohibited. Only approved uniform footwear is allowed—no crocs, sandals, boots, or high-tops.
- **Food & Drink:** Eating is not allowed during class. Water bottles with sealed lids are permitted.
- **Respect & Address:** Students must address staff as '**Miss [First Name]**' until Junior Academy level. High school/college students may use first names.
- **Spectators:** Spectating is not permitted during classes. Please do not observe through windows.
- **Temperature Management:** Students should stay warm between classes to prevent injury.

- **Injury or Illness:** Students must inform their teacher if they feel unwell or sustain an injury. Parents should encourage open communication.
- **Mobile Phones:** Students may bring phones but must not use them during class. Filming or photographing others is strictly prohibited. The Academy is not liable for lost devices.
- **Venue Conduct:**
  - No dogs on site.
  - No smoking or vaping anywhere onsite.
  - Ball games, scooters, skateboards, and roller skates are not allowed.
  - Students should leave promptly at the end of class.
  - Parents are asked to drive with care when dropping off or collecting children.

## 18. Teaching Methods and First Aid

Due to the nature of dance and physical training, **'hands-on' correction** may be used to support or adjust posture and technique. Permission will always be sought, and contact will be respectful and professional.

Medical conditions must be clearly disclosed on the registration form and discussed with staff as necessary.

We adhere to our **Child Protection Policy**, and first aid is administered appropriately in case of injury or illness. Emergency services will be contacted where necessary. Parents/Guardians will always be notified.

## 19. Legal Framework

These Terms and Conditions are governed by and interpreted in accordance with **English law**, and the **courts of England** shall have non-exclusive jurisdiction.

By registering for, paying for and attending classes, you confirm that you have read, understood, and agreed to these Terms and Conditions.

**Reviewed by:** Hayley Byrne, Founder

**Date of Review:** 13-07-2025