

Term and Conditions of attending all dance and fitness sessions at Samantha Dene's Dance and Fitness

Introduction:

Samantha Dene's Dance and Fitness is a for-profit organisation run by; Miss Samantha Dene Boden. Samantha Dene's Dance and Fitness is managed by Samantha and delivered by herself and her self-employed teachers.

Mission Statement:

Our mission is to improve and enhance self confidence in children and adults with a growth mindset, not only for dancing but for the rest of their lives. We aim to provide professional yet exciting dance and fitness classes to encourage not only confidence but to enhance performance skills and teach the correct technique in a friendly and non-competitive atmosphere.

1. Fees:

- The fee shown for the classes will need to be paid upfront, in full and there are no refunds if you or your child(ren) can not make it to class. (Make up classes are available in other locations). PLEASE NOTE; you will get a confirmation of your booked class before payment however yours/your child's place is not fully reserved until payment has been made.
- If you decide to discontinue lessons mid term then please let Samantha know for data keeping purposes, no refunds will be given.
- A subscription option is available, the monthly payment you pay is your ANNUAL COST of attending split into 12 equal monthly payments. This means payments is still due where holidays occur. This is the simplest and more affordable way to pay for your children's classes. Using this new way to pay, you only need to insert your card details once and the payment will come off on the 1st of every month in advance of lessons.
- If you are using the subscription option to pay monthly, 4 weeks notice needs to be given should you wish to cancel. Notice needs to be given prior to the '1st' of the following month and can be given via email to: samanthadenes@outlook.com.
- Fees paid in cash for children's sessions must be received in a sealed envelope with the student's name and the amount enclosed clearly written on the front. Please ensure you provide the correct amount of money.
- Fees not paid after a substantial amount of time will result in further action from Samantha Dene's such as written notices, penalties and in extreme circumstances your child(ren) will not be allowed back to classes at the start of the next half term/term.
- A new student may take a trial class for a one off payment. Should the student then decide to join the class, the remaining balance for the half term must be paid in advance and before the remaining sessions take place.
- If the regular teacher is unable to teach a class we will do our best to provide a substitute teacher. If it is not possible to find a substitute, the class will have to be cancelled and you will be

informed by email and social media. In this case fees will be subtracted from the forthcoming half term fees.

- The school has no obligation to refund any classes missed or cancelled due to 'lack of communication'. It will be the parents/adults responsibility to ensure they have read the information provided about the termly events happening at the school.
- If Samantha is told a child is discontinuing or 'quitting' dance either verbally, via phone call or email, the child's place in future sessions may then be given to another child on waiting lists/ wishing to attend with immediate effect. Places can not be held once we are informed a child is discontinuing-this applies even where payment has been made for a whole half term, no refunds will be given.
- The fee paid for children's parties will be discussed and set before the party takes place and will depend on; the number of participants; number of staff required; length of the party. How payment is made will also need to be discussed beforehand.
- If a student is a "no show" for an event or a show which has already been paid for, no refunds will be given unless not showing up has happened due to unforeseen circumstances. In this case, a meeting between Samantha and the parent(s)/guardian(s) may be organised if necessary. Refunds can then be discussed and a conclusion will be made. This will all be done in a timely manner adhering to our complaints procedure. Each event/discussion/meeting will be logged.
- All uniforms and accessories must be paid for before you can collect and receive your ordered items.
- Holiday clubs and extra activities must be paid for before the club/event takes place.

Online Classes:

- Should classes be taken online instead of their physical space no refunds will be given and the cost will remain the same unless Samantha decides differently depending on the situation and any unforeseen circumstances.
- Pay as you go payment options are available for online classes only. Payment can be made via bank transfer as and when classes are taken. No refunds will be given if the child misses the class but catch up recorded classes are available to be sent through to do in your own time.
- Online 1-1 Private sessions must be paid for before the class is taken. The fee is for the whole household so siblings are more than welcome to join in.
- Online dance parties are non-refundable once booked on. The fee is for the whole household so siblings are more than welcome to join in.

Covid-19

- Any classes missed due to children having to isolate will not be refunded. Instead, where possible, live classes will be recorded and sent through via email for students to take their classes at home in their own time. Arrangements may be made where students are unable to make a whole half term.
- In the case of a lockdown, the remainder of classes paid for will either be taken online via Zoom or classes will be recorded and emailed through. No refunds will be given.
- All rules, regulations and procedures must be followed at all times for each individual venue.
- It is the responsibility of those attending to read the signs and follow the directions stated.
- Masks must be worn in foyer areas, and a maximum of one family in foyers at one time.
- It is the responsibility of those attending to keep to the social distancing guidelines stated by the government. Please use the orange spots to queue.
- Children must be supervised as they hand sanitise on entering.

- If your child(ren) have to isolate from school they must isolate from dance. Please inform the Principal Samantha and let her know which school it is your child attends.
- Anyone with any illness or virus symptoms within their families should not attend classes. Please do not return for at least 7 days.
- Anyone with any symptoms will be sent home immediately.
- Please let us know if you or anyone in your household develop Covid-19 symptoms.
- All of your contact details will be kept for track and trace purposes.
- No cash payments.
- All uniforms are now to be placed online; <https://www.samanthadenedanceandfitness.com/onlinestore/>
- Please inform us if anyone in your family have returned from abroad in the last month. This includes making us aware of quarantine measures of countries you have/may travel to.

2. Class Timing:

- Please arrive no more than 5 minutes before to your scheduled physical class to allow the teachers set up time.
- Classes are timetabled at a nominal 15, 30 or 45 minute duration. This includes a short period of time at the start and end of each class for registration and class changeover management.
- Some classes run back to back on the timetable without a break. Students should be dressed ready to start their class before entering the dance space and leave promptly at the end.
- Parents and students and adults are asked to wait quietly outside the studio/hall/venue until they are invited in by the class teacher. If you are a parent/guardian please help your little one to gather all of their belongings/change into different shoes if needs be.
- If the waiting area is congested please wait in an orderly fashion leaving space for the teacher to correctly dismiss the students and see them greet their parent/guardian.
- If the waiting area is congested please disperse into another area once you have picked up your child(ren).
- Should classes be taken online via Zoom, 45 minute classes will run for 40 minutes and the class price will remain the same.
- For classes held online please only log onto the class at the start time of the class.
- For shows and events outside of usual class times you must read the information provided to you and double check times of arrival and pick up. It is your responsibility to check the times provided. On occasions, pick up times may alter on the day so keep your eye out for updates via email/phone/social media on the day of the event.
- Staff will arrive 15 minutes before the start time to set up for children's parties.
- In rare circumstances that times of classes may need to be altered or changed for any reason please double check all given times and read through information provided via email or social media. It is your responsibility to check through information provided.

3. Class Conduct:

- Parents are not permitted to watch any children's classes except in exceptional circumstances at the discretion of the class teacher and except our Tinies classes ages 2-4years. If students on trials are timid to begin with, grown-ups may be invited to stay. Such circumstances should be discussed with the class teacher prior to the class.
- Should parents/guardians wish to discuss a problem or issue regarding their child(ren) this should be done politely and outside of lesson time. Please see our Complaints Procedure Policy. A

meeting will be arranged if necessary and all complaints will be logged as stated in our Complaints Procedure Policy.

- Should adults attending sessions wish to discuss a problem or issue this should be done outside of class time, a meeting will be arranged if necessary and all complaints will be logged as stated in our complaints procedure policy.
- The team will log any complaints made regarding any incident that occurs at Samantha Dene's Dance and Fitness. This may be referred to for future reference or in the case of a recurring complaint.
- No indecent language should be used, especially around the students within children's classes. All adults should deal with challenging situations responsibly and remember they are role models to the children. A meeting or a phone call can be arranged if you wish to speak with the Samantha at length regarding an issue in any of the classes taken at Samantha Dene's Dance. Please ask to see our Complaints Procedure for further information.
- We will not tolerate the bullying of children either by adults or other children, or bullying adult-to-adult. Any allegations of bullying will be dealt with under paragraph 6.4,5 of our Safeguarding Policy.
- Participants of all classes are expected to demonstrate respectful behaviour towards their teacher and fellow participants and students.
- No chewing of gum is permitted whilst in any class.
- Bottled water is allowed to maintain hydration.
- Snacks for children's classes are allowed but must not contain nuts.
- Students and participants of fitness classes are responsible for their own property and bring items at their own risk.
- Please put names in uniforms, shoes and accessories.
- Children in dance classes are not permitted to use mobile phones during any class. Any mobile phones brought into the class must be switched off.
- No jewellery is to be worn when dancing. Teachers may ask students to remove jewellery during class.
- Children are not permitted to leave the studio during a class without permission from the class teacher.
- Uniforms are not compulsory but are preferred, no restrictive clothing to be worn. Where no shoes are worn socks and tights must be removed on demand by the teacher.
- Tap shoes are required after one trial tap lesson, trainers can be worn for the first session should they not own a pair of tap shoes already.

4. Responsibilities:

- Any injury the teacher should be aware of must be discussed and then logged by the teacher at the beginning of class.
- Any injury which occurs during an online class is not the responsibility of Samantha Dene's Dance and Fitness.
- Any adults attending fitness sessions should make the teacher/instructor aware of any injuries or medical requirements before the session. These injuries/medical requirements will be logged.
- If a child needs assistance, becomes unwell or has an accident while on the premises and during classes parents/guardians will be rang/approached at the earliest possible stage.
- It is the Parents/Guardians responsibility to inform Samantha of any changes regarding the students medical conditions or emergency contact details. In this case please update your contact

details on your Class 4 Kids page. Any other issues you think the teacher of the class or Samantha should be aware of should be brought up in person or in writing and will be logged.

- It is the adult/parent(s)/guardian(s) responsibility to read through all information provided by Samantha Dene's and it is also their responsibility to refer back to this information/newsletters/emails/social media updates should it be necessary.
- The dance teacher cannot take responsibility for assisting children when visiting the bathroom, helpers in Mini's Classes will stand to the door of the bathroom. Parents/guardians are to assist children in Tinies Classes.
- Please be aware that due to the nature of dance and for a child's growth, development and safety it will be necessary at times to engage in physical contact with the child(ren). This will always be done in an appropriate manner and with the child's best interests in mind.
- Samantha Dene's Dance provides for the safety and care of students and adults whilst on the premises, please ask to see our Safeguarding Policy for further information.
- Samantha Dene's Dance does not accept responsibility for student's or adults safety outside the premises.
- The teacher must be informed if collection of a child is undertaken by persons other than the child's parent or legal guardian.
- The teacher must be informed if you are giving permission for a child to walk home alone.
- Any information required from parents/guardians/adults for any events or shows must be given at the earliest possible opportunity.
- If you are running late for an event or a show please let Samantha or a member of staff know at the earliest possible opportunity to allow time for re-arrangements.

5. Photographing children:

- For more detailed information please ask to see our Privacy Policy and Safeguarding Policy.
- People have a right to privacy. Parents may only take photographs of their own children. They must ensure that no-one else's child is caught in the frame of the photograph.
- Group photographs will be managed by the staff, ensuring that this only includes the children for whom there is permission explicitly granted for them to be photographed. Only a staff member authorised to do so will take group photographs on equipment supplied for this purpose.
- Each parent must give their explicit consent for a photograph of their child to be taken and confirming that they have a clear understanding of where such photographs will be used (e.g. posted on our website) and how. Consent should be given through the Class 4 Kids system. Parents have the right to change their mind and withdraw consent for photographs at any point and have the right to request that their child's image be removed from public view.
- The team will do their utmost to ensure students who are not given consent to have their photograph taken do not have their photograph taken or published.
- No names of children or adults will be mentioned on social media, the Samantha Dene's Dance and Fitness website, or in any other promotional materials. All digital identifiers will be removed before uploading.
- During adult fitness classes group photographs will be managed by staff, ensuring that the photograph includes only the adults who give their permission to be photographed. Only a staff member authorised to do so will take group photographs on equipment supplied for this purpose. They will announce a photograph is going to be taken prior to taking the photograph. Participants have the right to refuse to be included and to step out of the picture.
- Group photographs will be discussed with the organiser of parties before the party starts, no names will be mentioned on social media or the website should images from parties be used.

6. Miscellaneous:

- The school timetable may be revised at any time.
- Emails, messages, voicemails etc will be replied to during working hours only (9am-7pm Mon-Fri, 9am-12pm Sat during term time) unless Samantha is happy to do otherwise. They will be replied to within a reasonable amount of time during the school holidays. Samantha will post on social media/automatic replies if she is out of office completely so that you will know when to expect a reply.
- A certain amount of risk is involved by taking part in any physical activity. Anyone taking part in any classes or events run by Samantha Dene's Dance do so at their own risk.
- Our Safeguarding, Child Protection Policy, Health and Safety Policy, Equal Opportunities Policy, Complaints Procedures and Data Protection Policies are available on request. Please contact the Principal Samantha for more information: 07598 430454, samanthadenes@outlook.com.
- Please be aware that personal data is collected and stored through the Class4Kids website, you can find their data protection policy at: <https://clubs.classforkids.co.uk/privacy-cookie-policy/#privacy-policy>. Your acceptance of this Privacy Policy is deemed to occur upon your first use of the Class4Kids website and you will be required to read and accept this Privacy Policy when signing up for an account.
- Dance and fitness sessions may be delivered in mixed ability groups and we will never discriminate.
- Uniforms must be paid for before you receive them.
- We order with our uniform suppliers on the 15th of each month, (this date is subject to change) and then orders will be brought into class to you as soon as we have them in stock, some items of clothing/accessories/shoes may take longer than others to come into stock.
- Only teachers and competent users are allowed to handle equipment.
- At Samantha Dene's Dance we have a duty of care to safeguard all children and adults, and we will always adhere to our Safeguarding Policy.
- For all other matters including lesson times and uniforms please email Samantha at samanthadenes@outlook.com or see our website at www.samanthadenesdanceandfitness.com.

Samantha Boden

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