



TERMS AND CONDITIONS

This is part of your agreement when joining JOANNA MARDON SCHOOL OF DANCE. Membership is open to all subject to the following conditions:

- JOANNA MARDON SCHOOL OF DANCE accepts no responsibility for loss or damage of personal belongings while on the premises.
- JOANNA MARDON SCHOOL OF DANCE accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- JOANNA MARDON SCHOOL OF DANCE Staff must be notified of any changes to the information provided on the Registration Form.

Staff/teachers:

All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced and DBS checked. Volunteer class assistants are members of the dance school and are supervised by the qualified teaching staff. There is always a first aider on site.

Supervision while on site:

Students must ensure they always get full permission from staff prior to leaving class. Toilet breaks will be supervised by either a member of staff or class facilitator and students will always be supervised whilst on site.

Behaviour:

Racist, sexist and other offensive language and behaviour is not tolerated, and we reserve the right to terminate membership without notice, the final decision being undertaken by the principal Joanna Mardon. Behaviour of staff, parents and students must always follow our code-of-conduct.

Please note that under no circumstances are pets allowed on school premises due to Health and Safety reasons.

Parents / carers watching classes:

Parents/carers will be invited to watch open classes as arranged by the teaching staff on a regular basis. Parents/carers are not permitted to watch otherwise. (If a child is new or particularly unconfident, parents/carers may be allowed to sit in during the first class at the teacher's discretion).

Emergency contact number:

JOANNA MARDON SCHOOL OF DANCE emergency mobile phone is kept with the teacher. The number will be given out upon registration and must only be used if there are problems regarding the collection of children.

Food:

Chewing gum/ fizzy drinks are strictly forbidden on the premises. No food is to be eaten on the premises unless permission is requested and gained from the teacher.

Please bring a bottle of water to the class if required.

Uniform:

This is compulsory and essential giving the students a sense of belonging, a sense of ritual and sense of dressing for something important – their class. Appropriate clothing as below is necessary for health and safety and child protection:

- All uniform, shoes and bags must be clearly labelled.
- Strictly no jewellery – no earrings (earrings are very unsafe during physical activity).
- Hair must be tied back from the face for all classes. From grade 2 upwards hair must be in a neat bun for ballet.

Our uniform is available on the website <https://www.joannamardonschoolofdance.co.uk/shop/>

Attendance:

Children must arrive and be collected promptly. It is very important that children arrive in time for their classes, preferably 5 minutes before the start. This allows the group time to settle from the moment the class starts. Latecomers will have to wait outside until an appropriate time to join the class.

Absence:

Any child missing for more than two classes per term without reason may not be able to join future courses. Class numbers are limited, and many have long waiting lists, so good attendance and commitment to the course is essential.

**Illness/Injury:**

Parents are not to allow their child to attend JOANNA MARDON SCHOOL OF DANCE if they are feeling unwell or have a known injury which would prevent a student from fully taking part.

This includes presenting any contagious illness including (but not limited to): Chicken Pox, Head Lice, Common Cold, Flu and, as of March 2020, symptoms of COVID-19.

COVID-19: Parents are expected to follow government advice in relation to when to self-isolate.

Refunds will only be given in the event of illness or injury preventing attendance at classes for a sustained period of time at the principal, Joanna Mardon's, discretion.

Child Collection:

JOANNA MARDON SCHOOL OF DANCE TEACHER POLICY AND PROCEDURE FOR YOUR INFORMATION

Teachers must ensure that each child has left a session with an adult or older child (agreed in advance with parent). It is the parent/guardian's responsibility to ensure the child is collected punctually at the end of the class or session. Should a parent/guardian not turn up to collect a child on time – this is the procedure to follow:

- Inform Joanna Mardon who will contact the parent/guardian.
- If the child cannot call the parent/guardian, contact the parent/guardian directly to arrange collection.
- If the parent/carer is not reachable, and you must leave, the emergency procedure is as follows:
- Leave a message with the parent and contact Joanna Mardon. Wait until another member of the team can arrive.
- If the parent/guardian is not reachable and there is no adult available, you must take the child to the nearest police station. Inform the police of all contact details for the parent/guardian. Leave a message for the parent/guardian to say where the child will be.

Booking:

JOANNA MARDON SCHOOL OF DANCE does not provide drop-in classes for children and young people on all term time courses. All courses must be booked in advance. New students may join courses during the term subject to availability. If there are no spaces on a requested course when booking, then JOANNA MARDON SCHOOL OF DANCE will aim to provide an alternative option where possible.

Waiting List:

Members on the waiting list will be contacted in order of the list. If members are unavailable a message will be left. If this is not responded to within 24 hours the next member will be contacted and the first to make contact will receive the place.

Payments

Full termly payment must be received in advance. Invoices are always sent out at least 2 weeks before the end of the current term for the following term.

We ask for ½ terms notice if you no longer require the place for a specific class or ½ terms fees are payable.

Non-payment

Failure to make payment before term starts may result in no place being available. If this happens JOANNA MARDON SCHOOL OF DANCE will make every attempt to offer an alternative course or arrangement. If this is not possible then your name will be added to a waiting list.

If payment is outstanding, JOANNA MARDON SCHOOL OF DANCE reserves the right to withhold services. Every attempt will be made not to discuss monies owed with children, although in extreme circumstances (especially when children arrive without supervision) children may be turned away.

JOANNA MARDON SCHOOL OF DANCE may share data with debt collection agencies in order to re-coup monies owed.

LOCALISED LOCKDOWNS and PANDEMICS:

If JOANNA MARDON SCHOOL OF DANCE cannot deliver classes due to force majeure or government directive, we shall endeavour to send pre-recorded videos to the children to practise at home. We will not charge fees for these classes and aim to make them up as soon as we are safe to open face to face classes.

Refunds

JOANNA MARDON SCHOOL OF DANCE cannot offer a refund if you do not attend classes.

NEW STUDENTS ONLY: The first class is considered a 'trial' class. After a trial class parents will be contacted by email and confirmation that they would like the place must be made. At this point the participant will be added to the register and an email invoice generated. This must be paid before attending the next class.