EPSOM BALLET SCHOOL
Terms and Conditions

By enrolling your child and paying any fee, you agree to the following Terms and Conditions. Epsom Ballet School "we", "us" may revise these terms from time to time. The current version is always available on our website.

1. Revisions to Terms & Fees

Notice of Changes: We will provide half a term's notice via email of any material changes to these terms, timetables, or fee increases.
Acceptance: Continued attendance after changes take effect constitutes acceptance of the new terms. If you object, you may cancel your membership by giving notice in compliance with our Cancellation Policy. Enrolment continues from term to term until cancelled in accordance with our cancellation policy.
Errors: Correction of typographical, calculation, or obvious errors does not constitute a formal amendment.

2. About Our Services

Structure: We offer RAD and Contemporary dance classes operating on a subscription/direct debit basis.
Term Dates: Classes run alongside the academic school terms of the Mole Valley District Council (Spring, Summer, and Autumn). Terms are typically 11 to 12 weeks long, inclusive of a half-term break (no classes). Current dates are maintained on our website.
Class Placement: Levels are based on RAD/Rambert grades and do not strictly coincide with academic school years. We reserve the right to determine the appropriate class placement for every student.

3. Code of Conduct & Enrollment

Right of Refusal: We reserve the right to decline enrollment or exclude any customer or student from our services at our sole discretion, without obligation to provide a reason.
Zero Tolerance: We operate a strict zero-tolerance policy for bullying, harassment, or abusive behavior—whether in person, via email, or on social media—directed at our staff, volunteers, students, or other parents.
Bookings: All booking and registration requests must be submitted via email to info@epsomballetschool.co.uk.

4. Fees & Payments

Payment Method: All ongoing term fees are collected automatically via Direct Debit using GoCardless.
Enrollment Fee: A one-off, non-refundable enrollment fee of £20 is due upon initial signup.
Yearly Membership: A £20 annual family membership fee is charged each September to cover ancillary and rising operational costs.
Details of the membership fee can be found here
Non-Refundability: Term fees are paid in advance and are strictly non-refundable. We reserve the right to suspend or cancel a student's place if payments are outstanding.
Late Fees: A late payment fee of £10 per half-term will automatically be applied to any outstanding balances.

5. Trials & Continuing Enrollment

Trial Classes: New pupils are offered a trial class subject to a non-refundable trial fee payable upon booking.
Automatic Continuation: To secure a permanent place after a trial, the customer must confirm continuation via email. This establishes your automatic termly subscription and Direct Debit mandate, which runs until formally cancelled.

6. Examination Fees

Deadlines: Exam fees must be paid in full and in advance via your online account link by the specified deadline.
Late Entries: Missing the deadline results in the student being excluded from the exam. Late entries, if permitted by the exam board, will incur a mandatory £30 administration late fee.
Refunds: Exam fees are strictly non-refundable once submitted to the examination board.

7. Cancellation Policy

Notice Period: Cancellation of your subscription requires **half a term's written notice before the start of the following term** submitted exclusively via email to **info@epsomballetschool.co.uk**. For example, for the Summer term, notice needs to be given in writing by the end of February half term.

Final Charges: Upon receipt of notice, your membership will be scheduled to terminate at the end of the required notice period. You remain liable for all fees up to the end of that notice period, regardless of student attendance. Late notice fees will apply.

8. Cancellations, Timetable Changes & Force Majeure

Timetable Changes: Our timetable is subject to change. Requests to move classes must be emailed to the office and are subject to availability.
Class Cancellations: If we cancel a class, we will endeavor to notify you via email/text and will either arrange a replacement session or issue a class credit. Cash refunds will not be issued.
Force Majeure: We are not liable for any failure or delay in performing our obligations due to events beyond our reasonable control (e.g., extreme weather, venue closure, public health mandates, or epidemics). In such events, we reserve the right to move classes online or reschedule where possible; no refunds will be issued.

9. Health, Safety & Responsibilities

Medical Conditions: Parents/guardians must notify us via email of any medical conditions, allergies, injuries, or learning needs that may affect the student's wellbeing or safety.
Collection: You must inform us via email if someone other than the primary guardian is collecting your child.
Loss or Injury: Neither Epsom Ballet School nor our hired venues accept liability for the loss of or damage to personal property, or for personal injury sustained on-site outside of our direct negligence.

10. Data Protection & Marketing

Data Storage: Student and customer data is securely processed and stored via Gmail, Stripe, Membermeister, and our website provider in compliance with UK GDPR regulations. Membermeister holds student names, contact details, dates of birth, and critical medical notes.
Data Retention: Following the completion of your notice period, your active records will be archived or permanently deleted from our primary systems in accordance with statutory requirements.
Communication: Active customers will receive essential administrative, invoice, and safeguarding notifications via Membermeister and our primary email.

Media Release: We occasionally take photographs or video footage during classes/shows for educational or marketing purposes. If you wish to opt-out of media usage, you must notify us explicitly via email.

Designated Safeguarding Officer: Jennifer Siegeris (info@epsomballetschool.co.uk)