PHOENIX
ACRODANCE ACADEMY

Fees & Payments Policy

Policy: Fees & Payments Policy		
Date Adopted:	**Date of last review:**	**To be reviewed next before/on:**
1st September 2025	1st September 2024	September 2026

Class Fees

1.0. New Students Joining PADA – PADA Class Enrolments

1.1. Upon receipt of the Enrolment Confirmation Email, an invoice for that week's classes will be sent via email. The due date for payment will be set for the day prior to the student's first class. Payment must be received on or before this due date; otherwise, enrolment will be automatically cancelled.

1.2. Invoices will be issued weekly until the end of the current month, providing new students the flexibility to cancel their enrolment before committing to monthly payments.

1.3. From the following month onward, all class fees will be invoiced monthly, with payment due on the date of the student's first class each month.

1.4. Full payment is required for all classes scheduled during the PADA Term Time, regardless of attendance, as parents or carers are securing a place in the selected classes for the student. PADA does not offer a pay-as-you-go option.

1.5. Enrolment of new students in our classes at PADA does not involve any form of trial period.

2.0. Current PADA Students – PADA Class Enrolments & PADA Workshop Enrolments

2.1. Upon receipt of the Enrolment Confirmation Email, an invoice for the remainder of the month of the classes will be sent via email. The due date for payment will be set for the day prior to the student's new class. Payment must be received on or before this due date; otherwise, enrolment will be automatically cancelled.

2.2. Full payment is required for all classes scheduled during the PADA Term Time, regardless of attendance, as parents or carers are securing a place in the selected classes for the student. PADA does not offer a pay-as-you-go option.

2.3. Enrolment of new students in our classes at PADA does not involve any form of trial period.

3.0. New PADA Students – PADA 2-Week-Trial Program

3.1. After registration for the PADA 2-Week-Trial Program, an invoice for £15 will be sent via email. Payment is required within three days of receiving the invoice unless the trial commences within those three days, in which case payment is due on the same day the invoice is issued. All payments must be received by the stated due date; failure to do so will result in automatic cancellation of trial request. Once payment has been confirmed, a Trial Confirmation Email will be sent.

3.2. Once the trial period concludes, proceed according to the steps outlined in **section 1.0**, New Student – PADA Class Enrolments procedure above if wanting to continue at PADA.

4.0. PADA Diamond Membership Fees

4.1. Students who are members of the PADA Main Team may choose to enrol in the PADA Diamond Membership Package. The package requires a monthly fee of £110, which is due before the student's first class each month.

4.2. The annual membership fee is £1,320, distributed across 12 months, resulting in a monthly payment of £110.

4.3. The PADA Diamond Membership will be a rolling membership until cancelled.

4.4. Parents or carers may arrange a direct debit to be scheduled for the 1st of each month, as invoices will be issued prior to that date.

5.0. Class Fees Exemption

5.1. The following list are exempt from class fees:

- Students from Ukraine on the Ukrainian Sponsorship Scheme (proof of the official sponsorship scheme letter from the Home Office is required).
- Students staying in Hospital (for more than 7 days) or Hospice.

6.0. Leaving PADA

6.1. If a student or parent chooses to leave PADA before the invoice due date and has already paid the invoice, PADA will issue a full refund of the class fees invoice.

6.2. Class fees are non-refundable if withdrawal occurs after the invoice due date.

6.3. Refunds will not be issued in cases where a student has been suspended or expelled from PADA at any time.

7.0. Cancelled Classes

7.1. If a class is cancelled, PADA will first attempt to reschedule it to an alternative date within the same month. Should this not be possible, the cost of the class will be credited to the parent or carer's Phoenix Account on the portal.

7.2. Students enrolled in the PADA Diamond Membership are not eligible for refunds or credits for cancelled classes, as this membership provides access to unlimited classes and PADA lead workshops.

PADA Online Store & Uniform

8.0. Online Store Payments & Refunds

8.1. All payments for items on the PADA online store are processed through the online store, which uses Stripe as its payment provider.

8.2. If an order is placed and paid for by mistake, the buyer may request a refund within 3 days of the order. PADA will process the refund through Stripe; however, the refunded amount will be returned minus the Stripe fee which is 1.5% + 20p.

8.3. Orders that have been placed for more than three days are not eligible for refunds. If an item is found to be faulty, PADA will arrange an exchange with the supplier.

Failure To Pay Invoices

Parents, carers, or guardians who do not pay class fees may risk forfeiting their child's enrolment at the academy. The procedures outlined below will be implemented.

Refusing to pay class fees invoices on-time.

1. Email reminders are scheduled to be sent on Day 1 and Day 2 after an invoice becomes overdue.
2. A mandatory late fee of £5 will be applied on the third day.
3. Additional reminders are sent by email on Days 4 and 5.
4. On Day 6, a Final Warning Email regarding potential student suspension effective from Day 7 will be sent.
5. On Day 7, a required 3-day suspension from the academy (including all classes) will be implemented.

   5a. If the invoice is paid in full during the period of suspension, students are required to complete the mandatory three-day suspension. An official email will be sent notifying the student when they may return.

   5b. If the invoice is not paid within three days, the student will be expelled without refund and barred from rejoining the academy.

Following a suspension due to incomplete payment of class fees, a probation period of six months will be implemented.

- All payments are required to be made in full by the invoice due date throughout the six-month probation.
- If payment is not received by the due date, students will be withdrawn from the academy.
- At the conclusion of the six-month period, probation will end and an official email will be sent to confirm the completion of probation.

If the bill payer is experiencing financial difficulties, it is recommended to email PADA prior to the invoice due date to discuss a possible agreement. Requests made after the due date will not be accepted.

Phoenix AcroDance Academy staff are responsible for the implementation of this policy and for ensuring that is it reviewed annually and updated as required. ***Next Review: September 2026***

Signed R. Walker Date 01/09/25

Print Name Robert Walker Position Principal