

# Terms and Conditions

## Fees, deposits and refunds

1. A termly fee is charged for each class in which you are enrolled and is not able to be transferred or made over to the possession of another person.
2. Students are expected to attend all classes and an invoice will be raised for the whole term.
3. Fees will only be charged pro rata when a student starts after a term has begun. 4. For students who enrol during the term an invoice will be issued to enable payment immediately (see Clause 8 below).
5. Refunds will not be given for non-attendance other than for the reason set out in Clause 13 or where the Code of Conduct has been breached as set out in Clause 26.
6. Refunds will not be given where a class has to be cancelled and rescheduled for the reasons set out in Clause 14.

## Payment

7. Invoices must be settled prior to the start of each term. The only exceptions are when starting classes following confirmation after a trial where payment is due immediately after said confirmation or where a student has enrolled during the term where payment is due immediately prior to the student's first class. Failure to pay in line with these terms will result in the student being excluded from classes until full payment is received.
8. New students should pay using the invoice that will be sent to the email address provided upon full enrolment.
9. Payment can be made by bank transfer or cash (only by prior arrangement):
  - a. By bank transfer  
Lloyds Bank, sorting code number 30-90-80  
For the account of Miss Jennifer L. Jones account number 18704760  
Reference: Full Child Name
  - b. If paying by cash (by prior arrangement) please ensure the full term's fees are brought with you on the first day of term and placed in an envelope marked with the student's name.
10. If an invoice has not been paid at the start of term or upon enrolment in accordance with Clause 7, the student will not be admitted to any classes until it has been paid in full.
11. Jenny Jones Dance reserves the right at any time during the term to ask students to leave a class if any fees remain outstanding after the start of term.

## Register, attendance and absence

12. A register for each class is maintained by the school and records student attendance for the purposes of safety and security.
13. If a student is absent from class for four or more consecutive weeks, a refund of 50% of the fees paid for those classes not attended will be given only on the evidence of a medical certificate covering the dates of non-attendance. This must be provided within one month of the absence, otherwise no refund will be given.
14. If a class is cancelled due to the sickness of the teacher, a health epidemic or any other unforeseen event, then we will try to reschedule the class. This includes the cancellation of a class due to bad weather and/or where the premises or access to the premises is deemed un-safe. The rescheduled class may be on a different day and time from when originally scheduled, and might involve an extension to the term time dates. No refund will be given if a class is cancelled for any of these reasons.

## Late Payment

15. The payer will receive written notice if payment has not been received in accordance with these terms and conditions.

16. Jenny Jones Dance reserves the right to charge a late payment fee if an invoice remains unpaid after the first class of a new term.

## Right to attend, change classes, withdrawal and termination of attendance

17. If a student wishes to withdraw from classes, he or she is required to give one full term's notice in writing failing which a half term's fees will be payable.

18. If your child attends any classes during the term then you are liable to pay the full term's fees.

19. Change of Class requests and Additional Class Requests are to be made via email. These requests will be reviewed and you will be contacted with options.

## Permissions (Medical & Photographic consent)

20. Medical: Parents are required to give permission (for any students under 18) for an authorised Jenny Jones Dance First Aider to give any immediate and/or necessary first aid treatment. This includes any emergency medical treatment recommended by competent emergency medical staff. Parents/Guardians are able to opt out of this during the online application.

21. Photographic: During the on-line application process parents are asked to opt in or opt out of photographic consent for their child. Jenny Jones Dance sometimes use photos to record classes and to show childrens' progress. These can be uploaded to social media and placed on the website.

Parents/Guardians are able to choose whether they give their permission during the online application. We will continue to use photographs of students past or present unless notified otherwise.

## Discounts

22. Please note that if your child attends three classes a discretionary 20% discount is applied to the third class.

23. A 'sibling' discount of 20% applies to one class where 4 or more classes in total are attended but not if the 'third class' discount applies.

24. Any discount will be rescinded if payment is not received in accordance with Clause 7.

## Waiver

25. Physical contact may be necessary by members of the teaching faculty. If you have any concerns regarding this matter please contact the Dance School Manager.

## Code of Conduct

26. A Code of Conduct will be issued to students and parents/guardians. Failure to observe this may result in students being asked to leave the school without a right to a refund of fees. Jenny Jones Dance reserves the right to refuse entry to classes and the school of any student prior to or after enrolment.

## Content

27. Jenny Jones Dance reserves the right to alter the advertised timetable and venue without prior notice. The information in this and any other printed or electronic timetable/information pack/notice was correct at the time of publication.

## Data Protection

28. Jenny Jones Dance holds information about customers/students to enable it to carry out its business as a dance education and training organisation. This information includes the contact details you supply to us and may also include information on attendance and payments.

29. Jenny Jones Dance will keep the information it holds on its customers/students for as long as is necessary to deliver the services it provides you. If you no longer wish Jenny Jones Dance to have your information we will require this in writing. Jenny Jones Dance will then take the necessary steps to erase the data either deleting off all systems or by shredding any paperwork immediately.

30. A member of staff will take a register for each class. This will be protected and secure in accordance with the General Data Protection Regulation.

31. Any paperwork or data will be kept under 3 levels of protection.

32. Jenny Jones Dance will not disclose your information to third parties unless you have given your permission to do so. We may from time to time contact you individually about other carefully selected classes or offers we think will be of interest to you.

## Changes to the terms and conditions

33. Jenny Jones Dance reserves the right to change these terms and conditions at any time for the benefit of the business, staff or participants.

## Agreement to the terms and conditions

34. Parents and guardians of students attending classes are required to acknowledge their acceptance of the terms and conditions for each student to whom they are related or for whom they are responsible by checking the relevant box during online applications.

# Privacy Policy

## 1. Introduction

Jenny Jones Dance is committed to protecting your (including your dependants) personal information. We are committed to providing a safe environment for all our customers, students, employees and everybody who comes into contact with us, both physically and virtually (online).

This Privacy Statement relates to the use of any personal information provided to us online or via application forms, telephone, email exchange, letters or correspondence. Whenever you provide such information, we are legally obliged to use your information in line with current legislation concerning the protection of personal information, including the General Data Protection Regulation 2018.

## 2. What information does Jenny Jones Dance have about me?

When you participate in or sign up to any of Jenny Jones Dance classes, activities, workshops or online content we may collect and store personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number and date of birth. By submitting your details, you enable us to provide you with the products or services that you have selected.

Jenny Jones Dance does NOT share your personal information with third parties. We do NOT sell your data, and neither do we buy data from third parties.

## 3. What are cookies and how do you use them?

Cookies are text files that websites place on your own computer to store information specific to you. This website does use cookies to be able to link you to our Social Media pages and store your Uniform items in the basket. We also use Google Analytics which monitors the traffic on our website and helps us improve its usability by understanding how you use information and how you navigate through it. It collects information anonymously and reports website trends without identifying individual visitors. If you would like to delete the cookies you can by accessing your internet browser menu, go to "Settings," and then find the "Privacy" tab under "Advanced" settings. From there, select "Clear Browsing Data" at the bottom, and check "Clear cookies and site data."

## 4. How will you use my personal information?

We will use your personal information for a number of purposes including:

- to provide you with information about our products, services and activities and to deal with your requests and enquiries
- for "service administration purposes", which means that we may contact you for reasons related to the class/es you signed up for (e.g. change of times, venue etc) or performance details
- to contact you about an application you have made
- to process your application

As and when we need to use your personal information for reasons other than the ones specified above, we will ensure that we notify you first. You will be given the opportunity to withhold or withdraw your consent for the use of your personal information for purposes other than those listed above.

## 5. Jenny Jones Dance may contact you:

- to remind you of important deadlines and/or renewal notifications
- in relation to any class, activity or performance you have signed up for in order to ensure that we can deliver the services to you
- in relation to any correspondence we receive from you or any comment you make about our products or services
- to occasionally market products or services that we think may be of interest to you

## 6. Young users

If you are under 18 and you provide us with information on an application form (online or printed), your parent(s)/guardian(s) permission will be required.

## 7. For how long will Jenny Jones Dance keep my personal information?

We keep the information we hold about our customers, parents and students for as long as is necessary to deliver the services we are providing you. If you choose to leave the school you will be required to let us know if you would like to be taken off the mailing list for any future Jenny Jones Dance updates.

## 8. Where is the information stored?

We use a variety of procedures and secure technologies to help protect your personal information from unauthorised access, use or disclosure. We store personal information you provide on computer systems which have carefully controlled access and which are located in secure facilities. Industry standard security measures, including the Secure Socket Layer (SSL) protocol are evidenced in your browser by the Padlock symbol.

The security measures described above ensure that all reasonable steps are taken to protect your personal information. However, the nature of the Internet means that an absolute guarantee of security cannot be offered, and, as with all Internet transactions, you should be aware that there may be a small security risk when disclosing information online.

## 9. Can I find out what personal information Jenny Jones Dance holds about me?

You have the right to access certain personal information held about you. If you wish to make a Data Subject Access Request, please email [contact@jennyjonesdance.co.uk](mailto:contact@jennyjonesdance.co.uk).

## 10. Agreement to the Privacy Policy

Parents and guardians of students attending classes are required to acknowledge their acceptance of the terms and conditions for each student to whom they are related or for whom they are responsible by checking the relevant box during online applications.

# Code of Conduct

**For all students, parents, and guardians at Jenny Jones Dance - expectations in respect of pupils admitted to the Dance School.**

The aim of the Dance School is to ensure that all students experience dance in a fun, friendly, positive and safe environment. In order to achieve this, please take note of the following guidelines. Any student unable or unwilling to profit from the education provided at the school may be asked to withdraw from the school after reasonable notice.

## Rules and Regulations

### Customer Incidents

Aggressive, abusive or anti-social behaviour is not tolerated from customers, parents or students in any of the venues or classes at any time, whether toward Jenny Jones, the Jenny Jones Dance staff, visitors or other Dance School customers, parents or students. Please conduct yourselves in an appropriate manner and respect Jenny Jones, the Jenny Jones Dance's staff, all visitors and policies at all times. All incidents will be reported and investigated accordingly.

### Punctuality

It is vital that students arrive in good time. Those arriving late for class may miss important information and impede the learning of others.

### Attendance

Regular attendance is extremely important. If students do not attend on a regular basis then the development of the class and the individual student will be affected. Students' attendance will be monitored as they prepare for performances, and those who fail to attend classes and additional lessons may be withdrawn. On occasions it will be possible to make up missed classes by attending another class at a different venue but this must be prearranged.

### Discipline

Pupils are expected to behave in an orderly, civilised and well-mannered way and to show respect to their teachers, assistants and other students when attending Jenny Jones Dance. Failure to comply with the rules and regulations may result in withdrawal. Bullying is not tolerated at Jenny Jones Dance.

### Uniform

It is extremely important that students arrive dressed and ready for class in full Jenny Jones Dance uniform in order to be able to work correctly and safely in class and to present a neat and tidy appearance. Jenny Jones Dance hoodies can be purchased from the shop and are also suitable to wear to and from classes. All students' hair must be neatly tied back and ballet students' should have their hair in a neatly-tied bun. We ask that all students attend classes in the full Jenny Jones Dance uniform only.

### Changing

Should there be a need to change clothing such as adding/removing leggings or skirts during the course of their class, then the teacher will assist with getting the student changed in a safe environment.

## Mobile phones

Do not use mobile phones while in the class.

## Drop off/collection

Parents and guardians are asked to drop off students directly before the start of their class and to supervise them until the class time.

- Parents are requested to drop off their children a maximum of ten minutes before their class is due to start.
- All parents must sign in with staff prior to the class starting.
- Please stay with your child until they have gone in to their class.
- Parents should come back five minutes before class end time to collect their children.
- If late picking up, please contact the School's mobile number 07495 771692
- Please do not enter the class area. The teacher/assistant will collect /return the children prior to their class.
- Please keep the waiting area quiet at all times.

## Personal Property

Students should make sure that they keep their valuable personal items with them at all times. We cannot be held responsible if items go missing.

## Remuneration and fees

As per our Terms and Conditions, fees must be paid before the first class of each term. Failure to do so may result in withdrawal.

## Data Protection Policy

Jenny Jones Dance staff members are not at liberty to disclose any information relating to other Jenny Jones Dance students. Student information is confidential and retained in accordance with the General Data Protection Regulation.

Jenny Jones Dance holds information about customers/students to enable us to carry out our business as a dance education and training organisation. This information includes the contact details you supply to us and may also include information on attendance and payments.

Jenny Jones Dance will keep the information it holds about its customers/students for as long as is necessary to deliver the services it provides you. If you no longer wish Jenny Jones Dance to have your information we will require this in writing. Jenny Jones Dance will then take the necessary steps to erase the data either deleting off all systems or by shredding any paperwork immediately.

A staff member will take a register for each class. This will be protected and secure in accordance with the General Data Protection Regulation.

Any paperwork or data will be kept under 3 levels of protection.

Jenny Jones Dance will not disclose your information to third parties unless you have given your permission to do so. We may from time to time contact you individually about other carefully selected classes or offers we think will be of interest to you.

## Visual and Social Media

We do not publish or post any images (static or moving) of children under the age of 18 across any of our online channels without prior written consent (and then with minimal personal information).

We ask that all parents, guardians and students ensure that they use social media in a safe and positive way whilst at Jenny Jones Dance.

## Health and Safety

- Parents and guardians must sign in when arriving at the school.
- Muddy outdoor shoes are not to be worn in the classes.
- It is essential that students are on time – if late for class they may miss vital information, impede the learning of others, and place themselves at risk of injury should they miss the warm-up section of the class.
- It is important that students always keep themselves warm between classes in order to protect against injury.
- Students should drink plenty of water, and ensure they keep their energy levels up by eating a healthy snack in between classes.
- Any student who hurts themselves in class or feels unwell should tell their teacher or member of staff immediately.
- Smoking is not permitted anywhere on the premises.
- Parents and guardians are asked to drive carefully when dropping off and collecting their children from classes.

## Agreement to the Code of Conduct

Parents and guardians of students attending classes are required to acknowledge their acceptance of the terms and conditions for each student to whom they are related or for whom they are responsible by checking the relevant box during online applications.

## Jenny Jones Dance

