



2024

TERMS & CONDITIONS

DATE :
8th March 2024

37 THE GROVE
GRAVESEND KENT
DA12IDX

TERMS AND CONDITIONS

This is part of your agreement to join The Grove Studios. Membership is open to all, subject to the following conditions:

- The Grove Studios accepts no responsibility for loss or damage of personal belongings while on the premises.
- The Grove Studios accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- The Grove Studio Staff must be notified of any changes to the information provided on the Booking Portal.

Staff/teachers:

All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced, and DBS-checked. Volunteer class assistants and trainees on placements are also DBS-checked.

Supervision while on site:

Students must ensure they always get full permission from staff before leaving class. The teachers will supervise for the duration of the class only.

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. The behaviour of staff, parents, and students must always follow our code of conduct.

Please note that pets are not allowed on the premises for Health and Safety reasons.

Shows:

Parents/carers will occasionally be invited to watch class/performance. 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 ten minutes of one class at the Site Manager's discretion).

Food:

Chewing gum, fizzy drinks, and hot food are strictly forbidden on the premises unless prior permission has been granted.

Uniform:

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

Students must not wear their school uniform to any class. The Grove Studios is not a school and wearing the correct dance/fitness clothing gives a sense of belonging and allows all to feel equal, healthy, and safe.

- All t-shirts, shoes, and bags must be clearly labelled. Lost property is donated to charity at the end of every term.
- Strictly no jewellery – no earrings (earrings are very unsafe during physical activity).
- Hair must be tied back from the face for all classes.
- SECOND-HAND SHOES and CLOTHING for sale: There is often a good selection of second-hand clothing and shoes that can be bought at a greatly reduced rate.
DONATIONS OF DANCE CLOTHING: We welcome donations of dancewear that are in good condition and can be re-sold at a small price or lent to students.

Attendance:

Children must arrive and be collected promptly. Children must 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 must wait outside until an appropriate time to join the class. Children arriving after 15 minutes may be refused admission, as this may disrupt the professional attitude to classes we aim to foster.

The Grove Studios will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

Illness/Injury:

Parents are not to allow their child to attend The Grove Studios if the student is feeling unwell or has a known injury that would prevent the student from fully participating.

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.

Child Collection:

The Grove Studios 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 the parent). The parent/guardian is responsible for ensuring 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 The Teacher 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 the entire The Grove Studios Management Team with all the information. Wait until another team member arrives.

- If the parent/guardian is unreachable and no adult is available, you must take the child to the nearest police station. Inform the police of all contact details for the parent/guardian and notify the entire Grove Studios Management Team as above. Leave a message for the parent/guardian to say where the child will be.

Booking:

The Grove Studios does not provide pay-on-the-day classes for children and young people. All classes must be booked in advance via our online portal. This includes all paid weekly and termly classes. New students may join courses during the term subject to the availability and authorisation of the Grove Studios management team. If there are no spaces on a requested course when booking, then the Grove 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, no message will be left. The next member will be contacted, and the first to make contact will receive the place.

Priority Booking:

A priority booking period for current students will occur for two weeks before general booking opens. Those wishing to continue should register during the priority booking period to secure their places in the next term's courses. If any current students have not registered during this time, one attempt to make contact will be made to determine whether the student is continuing before offering the place to someone else.

Placement Priority on Courses:

- Current Students continuing the same course
- Current students changing courses and additional courses
- Siblings of current students
- Waiting lists of new students

Payments

Full payment must be received in advance to confirm a place. All Taboo classes are paid weekly, it is your responsibility to make sure booking and class payment is received before the class commences. All payments are made via our online booking system. Registration should be set up in advance, so your account details are readily available during check-out. The Teacher will have access to a class booking schedule, allowing her to monitor the availability of places. Once a maximum capacity has been reached you will be placed on a waiting list. Classes can be booked in bulk and paid for in advance via the online portal.

Courses and termly Robyn Academy classes may be paid in 4 instalments, and you must be registered in advance for all current students. If payment for registered places is not received on time and the office hasn't been contacted, then the place will be offered to another student using the abovementioned priority.

Non-payment

Please make payment before term starts to ensure a place is available on your chosen course. If a place is not available due to non-payment, The Grove Studios will make every attempt to offer an alternative course or arrangement. If this is not possible, your name will be added to the waiting list.

If payment is outstanding, The Grove Studios 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.

The Grove Studios may share data with debt collection agencies to recoup monies owed.

Cancellation

If a termly booking is cancelled, a minimum of one term's notice should be given. Customers must pay the fees for this last term.

Some courses may be cancelled due to circumstances beyond The Grove Studios' control. The administration team will endeavour to contact paid customers and either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given.

Grove Studios reserves the right to cancel a course if there are fewer than seven participants. The above efforts will be made to place a student in an alternative course or offer a pro-rata refund where appropriate.

If a single class does not occur due to circumstances beyond our control, Grove Studios will view this class as postponed and reschedule.

Refunds

Grove Studios cannot offer a refund if you do not attend courses. However, a full refund will be given if the chosen workshop date/course is fully booked upon receipt of payment.

Holiday courses are non-refundable.