

## TERMS AND CONDITIONS

This is part of your agreement when joining and taking part in Stage Door Theatre School Lessons. Membership is open to all subject to the following conditions:

- Stage Door Theatre School accepts no responsibility for loss or damage of personal belongings while on the premises.
- Stage Door Theatre School accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- Stage Door Theatre School 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 and trainees on placements are all DBS checked. 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 Board of Directors. 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.

### **Shows:**

Parents/carers will be invited to an annual show. 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 Stage Door Teams discretion). Stage Door Theatre School provides costumes and props for shows where possible, but parents may be asked to provide basic accessories and basic costume if required.

### **Food:**

Chewing gum/ fizzy drinks are strictly forbidden on the premises. No food is to be eaten in the hall. Please bring a quick, light snack and drink (not lunch) with you.

### **Uniform:**

This is basic but essential and gives 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: Students must not wear their school uniform to any class - Stage Door Theatre School is not a school and wearing the correct Stage Door clothing gives a sense of belonging, allowing 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.

### **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. Children arriving after 15 minutes may be refused admission, as this may disrupt the professional attitude to classes we aim to foster.

Where possible Stage Door Theatre School will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

### **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 Stage Door Theatre School 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 Emma Vaudrey's discretion.

### **Booking:**

Stage Door Theatre School 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 and authorisation of the Stage Door management team. If there are no spaces on a requested course

when booking, then Stage Door 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.

## **Payments**

Full payment must be received in advance to confirm a place.

For all current students, courses must be registered in advance. Payment can be made up until the last day of the previous term to guarantee the place. If payment for registered places is not received by this time and the Stage Door Team hasn't been contacted in advance, then the place will be offered to another student using the priority listed above.

It is Stage Door Theatre School's aim to offer a fixed number of concessionary places per term, subject to availability. All concessionary places must be paid for in advance of the course to confirm your place.

## **Non-payment**

Failure to make payment before term starts may result in no place being available. If this happens Stage Door Theatre School 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, Stage Door Theatre School 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.

## **Cancellation**

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

Occasionally some courses may be cancelled due to circumstances beyond Stage Door Theatre School's control. The administration team will endeavour to contact paid customers and will either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given.

Stage Door Theatre School reserves the right to cancel a class if there are fewer than five participants in a class and 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 take place due to circumstances beyond our control, Emma Vaudrey will view this class as postponed and will reschedule.

## **LOCALISED LOCKDOWNS and PANDEMICS:**

If Stage Door Theatre School cannot deliver classes due to force majeure or government directive, we shall implement online classes via Zoom as a

replacement. No refunds will be offered. If the student is unwell and cannot take part, this will be classed as missed session and as per the below, no refund will be made but we will send an email with drama, musical theatre or dance activities for them to do.

## **Refunds**

Stage Door Theatre School cannot offer a refund if you do not attend courses. A full refund will be given if the chosen workshop date/course is fully booked on receipt of payment.

**NEW STUDENTS ONLY:** The first three classes are considered 'trial' classes. If for any reason the course is not suitable, we must be notified before the third class.

Holiday courses are non-refundable.