

## **Terms & Conditions**

### **Privacy Policy**

The privacy of your personal information is very important to Pixie Studios. We will not share, sell, rent or trade your personal information to any external third party. We will take special care to protect the privacy and security of your information.

### **Child Protection and Safeguarding Reports**

Pixie Studios has a responsibility to share personal and sensitive information in the interest of safeguarding if we have any concerns for a child's welfare. We first contact the NSPCC who then make a decision whether to pass on the information given to the local authorities. Please see our Safeguarding Policy for more detailed information.

Child protection and safeguarding reports are held for 6 years. Legally, reports that involve active legal action must be kept for as long as relevant. Due to the nature of safeguarding, there is no option for you to request this data is removed.

### **First Aid Book**

Pixie Studios keeps a record of all first aid given at Pixie Studios, including name of the person involved, parental notice and the incident details. This record is kept locked up securely on site for up to 3 years after you have left Pixie Studios.

### **Opting out**

If at any time you would like to unsubscribe from receiving future emails that are not relevant to you, we include detailed unsubscribe instructions at the bottom of each email.

If you would not like to receive text message reminders please email us to request to be taken off the contact list.

### **Updating Your Details**

Pixie Studios requests that any changes in contact information are communicated with us immediately. You have the right to access and update your details personally. If requested, we will send you a link to log in to your customer portal where you can update your personal information on our system. Please contact us via email if you would like to update your details personally.

If you would prefer for us to update your customer information for you, please send this information to us via email. All emails containing personal data will be deleted after use.

## Fees

As soon as you have registered with Pixie Studios using the online registration form, you are liable for all term fees incurred from that date forward.

Invoices for termly classes will be sent in the months of March, August and December for the following term. Payments will be due on the date stated on the invoice. Late fees begin to accrue after the due payment date at a rate of 10% of your bill. Pixie Studios has the right to apply the late fee at any point after the invoice is overdue. Please contact us before the due date if you wish to discuss any extenuating circumstances.

If fees are not paid, Pixie Studios also has the right to refuse entrance to class.

If there is a waiting list in place and term fees have not been paid, Pixie Studios has the right to offer your allocated place to those on the waiting list without warning.

Pixie Studios may make changes to the current fees at any time, although we will always do our best to give you reasonable notice.

## Cancellation

**Session missed by the child.** We are unable to refund or credit any sessions missed by the child for any reason including illness. In exceptional cases, if a child is unable to attend a series of sessions due to an unfortunate circumstance or illness, please contact Pixie Studios' Director, Nicola Clift, to discuss and review your refund request.

**Session cancelled by Pixie Studios.** In the extremely unusual event that a Pixie Studios session must be unavoidably cancelled, we will reschedule the session missed for another date within the same term. If we are unable to provide this, then you will receive a credit of the session cost refunded from the cost of the following term. Please expect to receive an email from us regarding relevant information. We strive never to cancel.

Term fees are **non-refundable**. This includes cancellations made part way through the term.

Holiday Camp and Party deposits are also **non-refundable**. Allowances can be made at Pixie Studios' discretion. Please contact Director, Nicola Clift, for extenuating circumstances.

Cancellation for the following term must be communicated before the next invoice deadline via email to [info@pixiestudios.co.uk](mailto:info@pixiestudios.co.uk) - No other form of contact will be accepted.

If communication of cancellation isn't made before the current invoice deadline you will be liable for the current term fees due as detailed on the invoice sent, including any late fees occurred during that time period.

Pixie Studios **will not** accept any cancellation of classes in the first term after registration. You are liable for all fees and costs incurred; this is non-negotiable.

## Etiquette

Pixie Studios students are expected to look at their Pixie Studios teacher, listen to their teacher, join in at all times, and behave respectfully and accordingly in all classes.

Unruly behaviour conducted by any student will eventually lead to their removal from the class.

Pixie Studios has the right to withdraw any student's place at Pixie Studios at any time after experiencing unruly, unreasonable behaviour in class and without notice. No refund will be given in this instance.

All students must be groomed appropriately for their session.

If a student does not adhere to uniform regulations and appropriate grooming, they may be refused entry to class.

All students and parents are expected to be supportive without question about any creative decisions, choreographic content, casting roles made by Pixie Studios for any public performance opportunities, watching week classes or shows.

All parents are expected to respect that moving up a level or participating in performances at Pixie Studios will happen when their child is ready and the decision is made by our Pixie Studios teachers.

## Physical Contact

Teaching dance is a physical activity and a teacher will sometimes need to make physical contact with a student to show an idea or to correct the student's position. This can include lifting or adjusting arms, legs, rib cage, hips, feet, or hands, and moving one student in relation to another.

Where contact is needed, we will remain sensitive to the student's wishes and put their welfare first. In all cases, we will say why and how we will be correcting the student's position before making any contact.