

PIXIE STUDIOS THEATRE SCHOOL – TERMS & CONDITIONS

By registering a child with Pixie Studios, parents/carers agree to the following Terms & Conditions.

1. Privacy & Personal Information

The privacy and security of your personal information is important to Pixie Studios. Personal information will only be collected, stored and used where necessary for the administration and safe running of our classes and activities.

We will not sell, rent or trade your personal information to third parties.

Parents/carers are responsible for ensuring that all contact, medical and emergency information supplied to Pixie Studios is accurate and kept up to date.

2. Safeguarding & Child Protection

Pixie Studios is committed to safeguarding and promoting the welfare of all children in our care.

Where we have concerns regarding a child's welfare, Pixie Studios may be required to record and/or share relevant information with appropriate safeguarding professionals or authorities in accordance with our safeguarding responsibilities.

Safeguarding records will be stored securely and retained for the period required by applicable safeguarding and legal guidance.

Please refer to our Safeguarding Policy for further information.

3. First Aid & Medical Information

Pixie Studios keeps an appropriate record of accidents, incidents and first aid administered during our activities.

Parents/carers must make Pixie Studios aware of any medical condition, allergy, injury, additional need or other information that may affect their child's participation in a class or activity.

Where necessary, parents/carers will be informed of first aid administered or an accident involving their child.

4. Communications

Pixie Studios may contact parents/carers regarding their child's classes, payments, performances, timetable changes and other information relevant to their participation. Parents/carers may unsubscribe from non-essential marketing communications at any time.

It is the responsibility of the parent/carer to notify Pixie Studios promptly of any changes to their contact or personal information.

5. Class Fees & Monthly Subscriptions

Places in Pixie Studios' regular weekly classes are offered on an ongoing basis and are paid for by monthly subscription unless an alternative payment arrangement has been agreed with Pixie Studios.

How the Monthly Subscription Works:

Pixie Studios' annual class fees are based on 36 teaching weeks per year.

For convenience, the total cost of these 36 classes is divided into **12 equal monthly payments**, allowing families to spread the cost of classes evenly throughout the year.

Monthly payments therefore **do not correspond to the number of classes taking place within that particular calendar month.**

Some months will contain more teaching weeks than others, while some will contain fewer due to school holidays. Monthly subscription payments will continue during school holiday periods because they are instalments towards the total annual cost of the 36 teaching weeks.

Your subscription reserves your child's ongoing place within their Pixie Studios class. Pixie Studios reserves the right to review and amend class fees. Where possible, reasonable notice will be given of any changes.

6. Cancelling Your Monthly Subscription

Monthly subscriptions operate on an ongoing basis until cancelled.

A minimum of one month's notice is required to cancel your child's place.

Notice of cancellation must be given in writing by email to info@pixiestudios.co.uk. Your child's subscription will remain active for the one-month notice period and **one further monthly payment may therefore be collected after notice has been given**, depending on the date of your next scheduled payment.

Your child remains entitled to attend their classes throughout the paid notice period. For example, if notice is given during October, your subscription will continue for the required month's notice before ending. Payments already due within the notice period remain payable.

Cancelling a Direct Debit or payment instruction with your bank **does not constitute cancellation of your child's place**. Written notice must still be provided to Pixie Studios and any fees falling due during the notice period remain payable.

Fees already paid are non-refundable except where otherwise stated within these Terms & Conditions.

7. Missed Classes

Classes Missed by a Student

We are unable to provide refunds or credits for classes missed by a student, including absence due to illness, holidays or other personal commitments.

In exceptional circumstances involving a prolonged illness or other significant situation, please contact Pixie Studios to discuss this with Director Nicola Clift. Any credit or refund offered will be entirely at Pixie Studios' discretion.

Classes Cancelled by Pixie Studios

If Pixie Studios is required to cancel a scheduled class, we will endeavour to provide a replacement session.

Where it is not reasonably possible to provide a replacement session, an appropriate credit or adjustment may be made.

8. Holiday Camps, Workshops & Other Activities

Holiday camps, workshops, parties and other one-off activities may have separate booking and cancellation conditions.

Unless otherwise stated at the time of booking, deposits are non-refundable. Refunds or transfers requested due to exceptional circumstances may be considered at Pixie Studios' discretion.

9. Behaviour & Class Etiquette

Students are expected to behave respectfully towards teachers, staff and other students and to participate appropriately within their class.

Pixie Studios aims to provide a positive, supportive and safe environment for every child.

Where behaviour repeatedly disrupts a class or compromises the safety or enjoyment of others, Pixie Studios will normally discuss this with the child's parent/carer and work together to resolve the situation.

Pixie Studios reserves the right to suspend or withdraw a student's place where behaviour is persistently disruptive, unsafe or inappropriate.

10. Uniform & Presentation

Students should attend classes wearing the appropriate Pixie Studios uniform or clothing specified for their class.

Students should be appropriately dressed and groomed so that they can participate safely in dance, drama and performance activities.

11. Performances, Casting & Creative Decisions

Participation in performances, shows and other opportunities may be subject to additional rehearsals, requirements and fees, which will be communicated separately where applicable.

Casting, choreography, staging, group allocation and other creative decisions are made by the Pixie Studios teaching and creative team.

Decisions will take into consideration factors including age, ability, confidence, suitability for a role, attendance, commitment and the requirements of the production as a whole.

While we understand that children may sometimes be disappointed by casting decisions, parents/carers are expected to communicate respectfully with staff and support the creative decisions made for the production.

12. Physical Contact in Teaching

Dance and performing arts teaching can sometimes require appropriate physical contact between a teacher and student.

A teacher may need to demonstrate or correct a student's positioning, posture or movement. This could include appropriately adjusting the position of arms, legs, feet, hands, shoulders, rib cage or hips.

Where physical contact is necessary, teachers will act professionally and sensitively, and the welfare and comfort of the student will always come first.

Students are encouraged to communicate if they are uncomfortable with physical contact or would prefer a correction to be demonstrated in another way.

13. Changes to Classes & Timetables

Pixie Studios reserves the right to make reasonable changes to class times, teaching staff, venues or class structures where necessary.

We will endeavour to give families as much notice as reasonably possible of any significant changes.

14. Agreement to These Terms

By registering for a Pixie Studios class or activity, the parent/carer confirms that they have read and accepted these Terms & Conditions.

These Terms & Conditions may be updated periodically. Where a change materially affects your membership, fees or cancellation arrangements, Pixie Studios will endeavour to provide reasonable notice.