

# ROYAL ACADEMY OF DANCE

## Terms and Conditions

### Fees, deposits, and refunds

#### **For waitlisted classes via online application (*applies to Grades 6-8, Pre-Vocational and Vocational Grades, Boys' Ballet, Discovering Repertoire and Pointe classes*)**

1. A fee is charged for each class enrolled in per term.
2. A registration fee of £25 will be charged to all new students enrolling for the first time.
3. Students are expected to attend all classes, and an invoice will be raised for the whole term.
4. Fees will only be pro rata when a student starts after a term has begun.
5. Trial classes are only offered in the first half of term to students wishing to enrol in Grades 6-8, Pre-Vocational and Vocational Grades, and Pointe classes. Direct enrolment will be offered for all other classes. If the student should wish to enrol after the trial class, and the teacher confirms it is suitable, an invoice upon confirmation of enrolment will reflect the price of the classes remaining in the term and the trial class. There is no payment obligation for the trial class if the student does not wish to enrol after attending the trial.
6. An invoice for students who enrol during the year will be issued to enable payment immediately (see Clause 16).
7. Refunds will not be given for non-attendance, other than for the reason set out in Clause 27.
8. Refunds will not be given where a class has to be cancelled and rescheduled for the reasons set out in Clause 28.
9. Where a refund is applicable, this will be issued in the form of an account credit to be used towards future invoices, unless the student is leaving the RAD Dance School completely and will not be re-enrolling in the following term.
10. Fees are currently exempt from VAT.

#### **For classes via direct online booking (*applies to Non-Syllabus classes, Syllabus classes from Dance To Your Own Tune 1 up to Grade 5, and Adult non-syllabus classes*)**

11. A fee is charged for each class enrolled per term.

12. A registration fee of £25 will be charged to all new students enrolling for the first time.
13. Participants enrol for termly classes and these fees must be paid online at the time of booking. **We do not offer trials for classes via direct online booking.**
14. Fees will only be pro rata when a student starts after a term has begun.
15. Refunds will not be given for non-attendance other than for the reason in accordance with Clause 27.
16. Refunds will not be given where a class has to be cancelled and rescheduled for the reasons in accordance with Clause 28.
17. Fees are currently exempt from VAT.

## Payment

### For waitlisted classes via online application

18. Invoices must be settled **by the payment date stated on the invoice**; or prior to starting classes following confirmation after a trial/where a student has enrolled during the term. Failure to pay in line with these terms will result in the student being excluded from classes until full payment is received.
19. New students should pay using the invoice that will be sent to the email address provided upon full enrolment after the trial session.
20. Payment can be made online, by credit or debit card, in person or by bank transfer:
  - a. Online via *www.ezipayment.net* using the link provided on the invoice.
  - b. By telephone 020 7326 8018/8904 for credit/debit card transactions.
  - c. By bank transfer to:

#### **HSBC Bank PLC**

31 Holborn Circus, London, EC1N 2HR

Sort Code: 40-11-58

Account Number: 90055948

Account Name: Royal Academy of Dance

IBAN Number: GB48HBUK40115890055948

Swift Code: HBUKGB4194P

For bank transfers please use the reference RADD5 + Invoice Number e.g. - RADD51001

21. The RAD no longer accepts cash, cheque, or direct debit for term fees. All payments must be made with the Finance Department. The RAD will not be held responsible for payment left at reception or with teachers. All payments must be made in accordance with Clause 18.
22. If an invoice has not been paid at the start of term or upon enrolment in accordance with Clause 18, the student will not be admitted to any classes until it has been paid in full.

23. Once enrolled or attending class after a trial session, the full term's fees must be paid.
24. The RAD 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.

### **For classes via direct online booking**

25. Upon first enrolment, payment is made prior to starting classes. All fees must be paid online via Stripe at the time of application.
26. The RAD no longer accepts cash, cheque, in-person or direct debit payments for term fees. All telephone payments must be made with the Finance Department. The RAD will not be held responsible for money left at reception or with teachers. All payments must be made in accordance with Clause 23.
27. Once enrolled, all future term fees are invoiced as outlined in clauses 16-22.

### **Register, attendance, and absence**

28. A register for each class is maintained by the teacher and records student attendance for the purposes of safety and security.
29. Punctuality is expected from students. Entrance will be denied to any student arriving late to class by 15 minutes or more.
30. If a student is absent from class for four or more consecutive weeks, a refund of 90% of the fees paid for those classes not attended will be given only on the evidence of a medical certificate. This must be provided within one month of the absence, otherwise no refund will be given. Additionally, refunds can only be given from the date on the medical certificate.
31. If a class is cancelled due to the sickness of the teacher, a health epidemic, pandemic, infectious disease or any other unforeseen event, then we will try to reschedule the class. This may be on a different day and time from when originally scheduled and might involve an extension to the term time dates. No refunds will be given in this case.
32. Where a student misses a class, it is not possible for a different class to be attended as a 'make up' class. Students may only attend classes for which they are enrolled.
33. Where a student watches a class rather than participates, this still counts as attendance. No refunds may be given for classes where a student merely watches.

### **Late Payment**

34. The payer will receive written notice if payment has not been received in accordance with these terms and conditions.
35. For waitlisted classes via online application, the RAD reserves the right to charge a late payment fee if an invoice remains unpaid after the first class of a new term.

36. For classes via direct online booking, the RAD reserves the right to charge interest for any unpaid fees.
37. When fees are not paid ahead of the start of the term, the RAD Dance School will not guarantee the student's place in any particular class and reserves the right to withdraw the student from classes until payment has been made.

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

### For waitlisted classes via online application

38. If students wish to withdraw from classes, they are required to give **written notice by the given withdrawal deadline** by completing the online withdrawal form at <https://www.royalacademyofdance.org/dance-with-us/our-dance-school-in-london/additional-information/cancel-add-change-class/>
39. Withdrawal deadlines are outlined in clauses 36 and 37, and are published at each half term on the RAD website and in the Dance School e-newsletter. Failure to inform the RAD of a written withdrawal will result in you being liable for the full term's fees. Administrative fees and accumulated charges for classes prior to withdrawal notification will also accrue. The RAD will start proceedings to collect any debts that might remain unpaid for all students including interest charges in accordance with Clause 31. **For the avoidance of doubt; where a withdrawal request for the forthcoming term is given after the given deadline, the withdrawal will not take effect until the following term.**
40. For new students, if you have started lessons at the beginning of a term and do not wish to continue the following term, **written notice must be given by half term**. Term dates are published on the RAD website and in the Dance School e-newsletter. If notice is not given then the full terms fees for the following term will be payable in full. If at the end of your first term, you wish to stop and no notice has been given then the cost of the next terms fees will be payable in full.
41. For returning students, if you wish to withdraw, **a full terms' notice must be given in writing by the first day of the previous term prior to leaving**.
42. If a student attends any classes during the term, you are liable to pay for the **full term's invoice**.
43. Change of class requests and additional class requests are to be made online via the RAD website at <https://www.royalacademyofdance.org/dance-with-us/our-dance-school-in-london/additional-information/cancel-add-change-class/>. These requests will be reviewed by a member of the team and you will be contacted with the outcome of the decision. Students **must not** change to another class without written confirmation from the RAD Dance School office.
44. RAD Dance School reserves the right to discount a withdrawal or change of class request where it has been verbally given either to the Dance School office or a Dance School teacher and/or assistant and not followed up formally in writing as per Clauses 34 and 39. **For the avoidance of doubt; withdrawals and change of class requests will not be accepted under any circumstances if not submitted in writing.**

- 45. Students who are permanently enrolled are automatically re-enrolled each term unless formal written notification of withdrawal or change of class has been made as per Clauses 34 and 39.
- 46. Students enrolled in more than one class of the same level and take their exam – need to withdraw/change of class for the second class – they will not automatically be moved to appropriate level unless the level at which they are being assessed also applies to their second class .
- 47. Pre-Vocational classes – entry into this class is **by invitation only** and the class must be taken in addition to at least one Graded class. Enrolment is guaranteed for a maximum of one year and during this time will undertake an assessment carried out by the teacher and Dance School Principal. The assessment will determine whether the student will move into Intermediate Foundation, continue in the Pre-Vocational class or continue with their Graded classes. Moving into the vocational stream will be at the sole discretion of the Dance School Principal.
- 48. Vocational classes – to be eligible to join one of the following classes you will be required to present a copy of your certificate from the previous vocational grade. The RAD Dance School has the following pre-requisite qualifications/experience for vocational grades:

Intermediate Foundation:	Teacher recommendation/Pre-Vocational student
Intermediate:	Intermediate Foundation Certificate
Advanced Foundation:	Intermediate Certificate
Advanced 1:	Advanced Foundation or Intermediate Certificate
Advanced 2:	Advanced 1 Certificate

**For classes via direct online booking**

- 49. If an invoice has not been paid upon enrolment in accordance with Clauses 23 and 25, the participant will not be admitted to any classes until fees have been paid in full.
- 50. The RAD reserves the right at any time during the term to ask participants to leave a class if any fees remain outstanding after the start of term.
- 51. For Adult classes via direct online booking, enrolment will lapse after the term has ended and participants will need to re-enrol online for the next term, once booking has been opened. An enrolment cannot be automatically carried over.
- 52. For all other classes, students are automatically re-enrolled each term unless formal written notification of withdrawal or change of class has been made as per Clauses 34 and 37.

**Permissions (Medical & Photographic consent)**

- 53. Medical: Parents are required to give permission (for any students under 18) for an authorised RAD First aider to give any immediate and/or necessary first aid treatment. This includes any emergency medical treatment recommended by competent

authorities including emergency medical staff. Parents/guardians can opt out of this during online application.

- 54. Photographic: Upon application parents are asked to opt in or opt out of photographic consent for their child. Parents will be notified in writing when photographic sessions take place.

## Discounts

### **For waitlisted classes via online application**

- 55. Where two or more siblings attend class at the RAD Dance School, the youngest sibling will receive a 10% sibling discount on all classes in which they are enrolled. The discount will be applied at the start of the second term of enrolment for each class the youngest sibling is enrolled in, providing at least two siblings are still enrolled in the Dance School.
- 56. Where a student is enrolled in four or more classes, the customer will receive a 10% discount off the student's entire invoice.
- 57. The discount will be reversed if payment is not received in accordance with Clause 16.
- 58. In the event the eldest sibling leaves during a term, the discount will not apply at the start of the next term if only one sibling remains.

### **For classes via direct online booking**

- 59. Where two or more adult classes are booked within the same transaction, the customer will receive an automatic 10% discount on the cheapest additional class(es).
- 60. For all other classes, discounts will apply in accordance with Clauses 51 and 52.

## Waiver

- 61. Physical contact may be necessary by members of the teaching faculty. If you have any concerns regarding this matter, please contact the Head of the Dance School.

## Communication and correspondence

- 62. Any communication regarding students, classes or information related to RAD Dance School can only be sent to the primary account holder.
- 63. The primary account holder may only be changed upon receipt of written notification from the primary account holder.
- 64. RAD Dance School cannot be held responsible for any delay or non-receipt of correspondence due to server downtime, incorrect contact details provided at the time of enrolment, or any other circumstances outside its control.

## Code of Conduct

65. 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 RAD reserves the right to refuse any student prior to or after enrolment. No refund will be given if the Code of Conduct has been invoked.

## Content

66. The RAD reserves the right to alter the advertised programme and faculty 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

67. The Royal Academy of Dance, including Royal Academy of Dance Enterprises Ltd is committed to protecting and respecting your privacy. We only use personal information if we have an appropriate reason (lawful basis) to do so and this includes sharing information outside the Royal Academy of Dance.
68. We review how long we keep personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We hold your personal information on our systems for only as long as is necessary for the relevant activity, or as long as is set out in any relevant contract or agreement you hold with us.
69. Please be reassured that we will not release your information to other organisations unless in exceptional cases when we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. In all other instances we would only share your information with another party, if you have given your explicit permission to do so.
70. The RAD Dance School's Privacy Notice can be downloaded from the website at: <https://www.royalacademyofdance.org/dance-school-privacy-page/>
71. The RAD's corporate Privacy Notice can be found on the website at: <https://www.royalacademyofdance.org/privacy-policy/>

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- The Royal Academy of Dance is incorporated in England as a Royal Charter corporation. It is registered as a Charity in England and Wales No. 312826.

## Changes to the terms and conditions

- 73. The RAD 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

- 74. Customers (parents, guardians and students) are required to acknowledge their acceptance of the terms and conditions for each student enrolled by checking the relevant box during online application.
- 75. The terms and conditions must be accepted in order to enrol in classes at RAD Dance School. Applications cannot be submitted until the acceptance box has been checked (see Clause 70).

RAD Dance School  
Royal Academy of Dance  
188 York Road, London SW11 3JZ

## COVID 19 ADDENDUM

Student Guidelines have been created considering Covid Guidance and must be followed by all students. Where there is a discrepancy between the Student Guidelines/Covid Guidance and the Terms and Conditions, the Student Guidelines/Covid Guidance will apply.