*Tilly’s Dance Factory Terms and Conditions and Questions.*

**FEES, DEPOSITS AND REFUNDS**

Invoices will be sent out via email, payment and booking form needs to be received before the 1st class.

It is not Tilly’s Dance Factory policy to refund or replace missed classes. However if you miss a class you are more than welcome to attend another class during the week to make up for it.

Should any pupil wish to discontinue any class, refunds for any unused classes will not be given unless a doctors note is shown. In some circumstances we can offer credit to be used against school holiday camps/workshops or parties but a admin charge of £8.50 will apply. You must give HALF A TERMS NOTICE to leave a class which runs within a school or community class.

All courses/camps/workshops are non-refundable

We are unable to offer reductions or refunds for sickness or holidays. Fees are reviewed annually in January.

**TRIAL CLASSES**

New pupils may try the classes at the normal class rate.  
10% goes to Breast Cancer Care.

**MEDICAL**

Tilly’s Dance Factory will not be held responsible for any injuries sustained during classes. Please make sure you bring/pack water for every class so you stay hydrated throughout as teachers are unable to provide this.

For insurance purposes you must agree and accept the risks involved and are responsible for your child’s actions/ involvement whilst involved in Tilly’s Dance Factories classes.

**MISCONDUCT**

Pupils will be asked to leave without notice for any serious breach of Tilly’s Dance Factory terms and conditions or for any other serious misconduct.

**PHYSICAL CONDUCT**

From time to time it is necessary for the teachers to use physical contact when helping to improve students performance within class.

**LOSS AND DAMAGE**

Tilly’s Dance Factory do not accept any responsibility for any loss or damage to property left on the premises. Lost property will be collected and at the end of the term will be posted on our Facebook page and emailed to all for you to claim.

**PHOTOGRAPHY**

When signing up to a class you sign a disclaimer stating whether you are happy with Tilly’s Dance Factory using photos/videos for advertising purposes only.

**DISCOUNTS**

Where two or more siblings attend class, you will receive a 10% sibling discount off one child.

**UNIFORM**

All students are required to purchase a Tilly’s Dance Factory t-shirt which costs £12-£15 if you attend Musical Theatre ONLY.

**WHAT KIND OF MUSIC WILL MY CHILD BE DANCING/YOGI’IING TO?**

Our teachers use age appropriate popular music

**WHO WILL BE TEACHING THE CLASSES?**

Our lead teachers are professionally trained. We also have assistant teachers who are aged 15-18 and assist our lead teachers under supervision.

All of our teaching team have up to date DBS checks and first aid training.

**WHAT SHOULD MY CHILD BRING TO CLASSES?**

Your child should bring a healthy snack (optional) and water. Please do not give your child sweets, fizzy drinks or food containing nuts to bring to our sessions.

**CAN I STAY TO WATCH MY CHILD IN HIS/HER CLASS?**

Parents can come back a few minutes before the end to see what your child has been doing in class only at their trial however we do not allow parents to watch our classes as we find it distracts the students and does not allow them to perform/concentrate to the whole of their ability. We hold end of term watching weeks for each class so that you can see what your child has been working on throughout the term.

**IS THERE SOMEWHERE FOR ME TO WAIT WITH MY OTHER CHILDREN WHILST THE CLASS TAKES PLACE?**

Yes you are welcome to sit out in the main entrance of Redbourn Village Hall or pop over to Redbourn high-street to The Hub - they sell great coffee!

**WILL MY CHILD BE WORKING TOWARDS EXAMS ?**

At Tilly's Dance Factory we do NOT work towards any examinations, we encourage our students to have fun, grow in confidence meet new friends without the pressure of exams. We challenge all our students and set goals individually. Our students who take exams or do competitions outside of Tilly’s Dance Factory are encouraged and supported.

**COLLECTING YOUR CHILD**

If your child is collected from community or within a school class and you have arranged for another adult to do this, you must inform the teacher, even on one-off occasions. If you are collecting your child from a class and are running late, please call or text 07792265256 A member of staff will always stay with the child until s/he is collected and after 15 minutes will contact the emergency contact numbers provided to ensure the child is collected. If you are happy for your child to travel to and from classes alone you must inform us with a signed hand-written letter.

**SNOW!**

Unfortunately if we have to cancel a class due to bad weather conditions we are unable to refund classes as this is a matter out of our control.