hello@thestudiodorset.com 077 077 85824 Cooper's Park, Dorchester, DT1 1ST

# Terms & Conditions

## Payments

- All Payments are to be made prior to classes starting.
- All fees are to be paid via the website.
- Short course families are to make the half termly booking before the first week of that term.
- Syllabus families must setup a subscription of the month of joining, then all subsequent months will be taken automatically until and including August.
- By signing up for our STUDIO subscriptions, you are agreeing for a monthly payment for 12 months (or if you are starting with us later in the year, until August of that academic year).
- THE STUDIO no longer accept cheque, and cash may be accepted upon confirmation from the team.
- The parent/carer is responsible for all charges associated with the students classes with us.

## Fees and Refunds

- There is a fee to be paid for every STUDIO class, including "Taster" sessions which are bookable via the website prior to the class.
- Refunds will not available for any classes of which the student is unable to attend.
- Refunds will not be given where a class has been cancelled, then rescheduled.
- Students who are unable to attend a rescheduled class, will not be given a refund.
- When a student begins part-way through a term, we will be in contact individually to organise the appropriate payment required.
- In the case where a student is unwell or injured and is unable to participate in an examination they have paid for, there are two options: Ideally we would transfer the fees over to the next exam session so students don't miss out on that level, this will also ensure no loss of fees. The other option is a partial refund of the exam fees, however we will not be able to refund the STUDIO fees attached to the exam bookings.
- THE STUDIO are unable to provide refunds for any cancelled or missed classes due to a Force Majeure Event. A Force Majeure refers to any event beyond our reasonable control including and without limitation, acts of God, interruption of power or other utility, acts of civil or military authority, national emergencies, explosion, flood, accident, earthquake or other catastrophe, fire, notifiable disease, war or riot.

## Late Payment and Invoice System

- All families will be emailed (via their main contact on their account) reminding of when a payment is due, and again if it becomes outstanding.
- All outstanding payments are passed onto our accountant who will produce an invoice of the fees, which will also incur a £10 administrative fee. This will be due within 14 days. Payments unreceived after the 14 days of issue will incur an additional £10 administrative fee for every subsequent 14 days without payment.
- Invoices are to be paid via our BACS using the family name as the reference.

**Register, Attendance and Absence**

- A register for each class is maintained by the teacher and/or STUDIO manager for the purposes of safety and security.
- Any students with low attendance may be asked to catchup on missed work via a private lesson which would be an additional cost to their regular class payments.
- If a class is cancelled due to the sickness of a teacher, a health epidemic or any other unforeseen circumstances, we will try to reschedule the class. This may be on a different day and/or time from the original class, and might involve an extension of the term time dates. No refunds will be given in this case.
- All examining students are to attend all their scheduled exam prep which will usually take place the two Sundays before the examination date.
- Syllabus and Short Courses are held in line with school term time. We will not run these classes during half terms/holidays unless stated in our term dates/calendar.
- Class times are subject to change at the discretion of THE STUDIO.

**Right to attend, withdrawal and termination of attendance**

- Classes should not be attended without the correct booking in place.
- Students enrolled in any Syllabus or Short Courses will be assumed to return for the following term unless THE STUDIO has been informed of any withdrawal.
- Termination of attendance should be written to THE STUDIO team via email
- Should you wish to terminate attendance mid-way through a term, no refunds or exchanges will be given for the remainder of classes.

**Permission**

- Upon application, students are asked to provide photographic consent. This will include photos and videos in their classes to show parents their work and progress.
- From time to time we will take photos and videos of the classes to be posted on our social media platforms of which include Facebook, Instagram, TikTok and Google Business. Consent will be asked at the point of enrolment and may be provoked at any time by contacting THE STUDIO.

**Discounts**

- Once the deadline date for any discount has been reached, we will be unable to honour that discount.
- Syllabus families will receive a discount on all Short Courses.

**Changes to terms and conditions**

- THE STUDIO reserves the right to change these terms and conditions at any time for the benefit of the business, staff or students.

**Agreement to the terms and conditions**

- Customers are required to acknowledge their acceptance of the terms and conditions by checking the relevant box during online booking.
- The terms and conditions must be accepted in order to enrol in classes at THE STUDIO.

***Miss Emilie x***
*Miss Emilie Hardy L.I.S.T.D*
Principal of THE STUDIO