

ROAM Dance School -

Terms and Conditions

Phone: 07841 071261

Email: enquiries@roamdance.co.uk **Website:** www.roamdanceschool.co.uk

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1. INTRODUCTION

The terms and conditions outlined in this document have been created by ROAM Dance and are effective from Wednesday 5th August 2020. Before you fill in your 'Contract and Permission Form' to become a member of ROAM Dance you should read through these terms and conditions to make you understand the responsibilities, regulations and rights between ROAM Dance and yourself. Throughout these terms and conditions, ROAM Dance will be referred to as 'We', 'Our', 'ROAM Dance', 'ROAM Dance School' or 'Us' and yourself as 'Members' or 'You' or 'Dancers' or 'Students'. If after reading these terms and conditions, you wish to complete a 'Contract and Permission Form' you are making an agreement to abide by these responsibilities, regulations, and rights. The agreement between ROAM Dance and yourself takes place from the date you sign your 'Contract and Permission Form'. If Members do not comply with our Terms and Conditions, we reserve the right to take what action we deem is necessary.

All communication must be done so by email, text message, whats app, directly to the ROAM Dance School Facebook Page, 'ROAM Dance' Private Parents/Dancers/Guardians Group Chat or ROAM Dance Instagram. If any messages are sent to Laura's private social media accounts, they will not be read or responded to and will be deleted straight away. ROAM Dance will reply to any enquiries via the formal methods of contact within 48 hours.

2. BECOMING A MEMBER

Our dance school provides a range of open classes that you can just turn up to. Our open classes are Mini street, Junior Street, Senior Street Dance and heels. These classes you can just turn up to and are pay as you go. Although in the event of government guidelines and social distancing being in place, these classes may be temporarily stopped or you may have to sign up to classes in advance. All other classes on our timetable require you to pay monthly. If you are new, you are entitled to pay cash for up to 1 month.

We also have a large range of competition teams. To become a member of any of our classes or competition teams you must create a free account on our dance studio pro website. This is where all

member's emergency contact information is securely kept. We also send out monthly fees via this website too, as it generates an email to send to you with your fees on.

It is important that you complete this form with up-to-date information to the best of your knowledge, and if any of this information changes you are responsible for making us aware of these changes.

https://dancestudio-pro.com/online/index.php?account_id=9705

3. CLASS INFORMATION

We strongly advise you to NOT wear socks or tights in the studio to dance in. If the dancer chooses to wear socks, ROAM Dance School / Laura Edwards will not take any responsibility for any injuries that occur as a direct or in direct result of dancing in socks or rights.

COVID 19

Whilst social distancing and guidelines are in place, we may need to change class times, and split classes up temporarily.

If we feel that students or parents/guardians are not adhering to our COVID-19 Restrictions and Guidelines, we remain the right to ask you to leave the premises. In the event of this happening with the child, the parent/guardian will be contacted and asked to collect your child.

Before agreeing to our terms and conditions, please make sure that you read the following document on our website:

'COVID-19 Restrictions and Guidelines'

By accepting our terms and conditions, you also agree to having read and accepting our 'ROAM Dance COVID-19 Restrictions and Guidelines' document.

In the event of a pandemic and government guidelines being in place, no refunds will be offered if you or the dancer needs to isolate due to contracting covid-19, being at risk of covid-19, or suspected covid-19.

If, however, the whole of ROAM DANCE must isolate for up to 30 days, classes will be held on zoom during term time. If we are required to be closed for longer than 30 consecutive days, fees will be frozen. When fees start back up, will be on the 1st of the month that classes can continue. If we re-open half way through a month, we may ask you to pay separately for each class via cash/online banking/paypal until the start of the new month.

If a dancer has travelled abroad internationally, the dancer must wait 14 days before attending classes at ROAM whilst government guidelines are in place in relation to COVID-19.

2. CLASS INFORMATION CONTINUED...

We remain the right to remove students from classes if we find that they are causing a continuous disruption to the class. A discussion must be had between the member of staff and the parent/guardian or if over 18 the dancer themselves and a warning given first. We also remain the right to remove students from classes if we feel that the class is not at the right level for the member.

Due to being a small business, we currently cannot provide teaching assistants in classes for SEN 1-1 care. ROAM Dance are qualified in teaching pupils with Special Educational Needs, however, cannot provide 1-1 care in group classes unless a private lesson is requested. We have teaching assistants that help in set classes at ROAM Dance School, and where possible, if requested we will try to move the assistants around to support children that need it where possible, but our assistants as primarily to help our children's team 'Eclectic' and assistant on a voluntary basis.

Teaching assistants at ROAM Dance School will support classes for 12 months. After these 12 months, the position may be re considered. All teaching assistants at ROAM are volunteers and not paid but are given a 25% reduction in fees.

4. PAYMENT PLANS

COVID 19

In the event of a pandemic and government guidelines being in place, no refunds will be offered if you or the dancer needs to isolate due to contracting covid-19, due to having to isolate after returning from travelling internationally, being at risk of covid-19, or suspected covid-19. If, however, the whole of ROAM DANCE must isolate for up to 30 days, classes will be held on zoom during term time. If we are required to be closed for longer than 30 consecutive days, fees will be frozen. When fees start back up, it will be on the 1st of the month that classes can continue. If we re-open half way through a month, we may ask you to pay separately for each class via cash/online banking/paypal until the start of the new month.

Our open classes can be paid pay as you go cash each week if the member is attending the class as just a class alone, and not part of a competition team. Our open classes are as follows:

- Mini Street Dance
- Junior Street Dance
- Senior Street Dance
- Heels

(Please note, that open classes may be temporarily stopped when social distancing is in place or you may be required to book onto the class in advance).

All other competition teams and classes must be paid MONTHLY. All members must sign up to our dance studio pro site, which is how we organise all of our MONTHLY. Fees will be sent out on the 1st of each month via email and must be paid within 7 days, therefore, please ensure that you use an active email address when registering.

Creating an account is free and can be done online at: https://dancestudio-pro.com/online/index.php?account_id=9705

Important Information in regard to monthly fees

- You will have 7 days to pay your fees, any fees paid any later will have a £5 charge added per week paid late.
- If fees are not paid within 3 weeks, Laura Edwards / ROAM Dance remains the right to stop the child from participating in class at any point from this time.
- Fees are spread out evenly over a 12 month period. You will pay every month even the months that are in the holidays (for example school holidays). Fees are worked out on a 36 week plan.
- If you wish to leave the dance school we ask for 30 days notice, if 30 days notice is not received then you will be expected to pay for the next month still in full. If the fees are not paid, Laura Edwards trading as ROAM Dance is entitled to take further action.
- Due to fees being spread out evenly over a 12 month period, if you wish to leave our dance school in the month of July, you will still need to pay in full for August too.
- If you miss a class for any reason, the class will not be refunded. (*This stands the same as it always has been*).
- In the event of a hospitalisation or a severe broken bone which stops you from dancing, you will have to still pay for the month that the injury happened in. You may, however, request for half price fees for any further months that you are injured with the SAME injury with the proof of a medical note from a doctor.

All fees will be sent out on the 1st of each month and need to be paid within 7 days. Once midnight on the 7th day has passed, a late charge of £5 will be added if the fees have not been paid. This fee will be reoccurring each week that fees are paid late.

Our monthly fees work on a 'pay by hour' package system.

Our fees have been worked out at their weekly cost and then multiplied by how many weeks we are open a year (36) and then divided by 12 to give a monthly fee rate. This way fees are spread out equally over the year. No refunds are given if you miss class.

Monthly Fee Memberships

MEMBERSHIP	HOURS PER WEEK	COST PER MONTH
Bronze	Up to 1 hour (60 mins)	£12
Silver	Up to 1 hour 45 (105 mins)	£21
Silver +	Up to 2 hours (120 mins)	£24
Gold	Up to 3 hours (180 mins)	£32
Gold +	Up to 4 hours (240 mins)	£40
Platinum	Up to 5 hours (300 mins)	£48
Platinum +	Up to 6 hours (360 mins)	£56
UNLIMITED	6 hours +	£64

Breakdown fees

HOURS PER WEEK	WEEKS PER YEAR	MONTHLY PAYMENT	YOU SAVE...
Up to one hour.	£4 x 36 weeks per year / 12 months in a year.	£12	N/A
Up to one hour 45 mins.	£7 x 36 weeks per year / 12 months in a year.	£21	N/A
Up to two hours.	£8 x 36 weeks per year / 12 months in a year.	£24	N/A
Up to three hours.	£12 x 36 weeks per year / 12 months in a year	£32	Should be £36. You save £4 per month.
Up to four hours.	£16 x 36 weeks per year / 12 months in a year.	£40	Should be £48. You save £8 per month.
Up to five hours.	£20 x 36 weeks per year / 12 months in a year	£48	Should be £60. You save £12 per month.
Up to six hours.	£24 x 36 weeks per year / 12 months in a year	£56	Should be £72. You save £16 per month.
6 hours +	£28x 36 weeks per year / 12 months in a year	£64	Should be £84. You save £20 per month.

We do not offer refunds if you are unable to attend classes due to personal holidays, illness, sickness or any other personal reason.

Please note that it is YOUR responsibility to know and ask when fees are due and to be paid. If you have not received an email for any reason, it is your responsibility to chase this up and ask how much fees are. If any fees are not received within 7 days, a £5 charge will be added. If the fees are still not sent the following week, a £5 late charge will be added each week that fees are late for up to 3 weeks.

5. GROUND RULES FOR MEMBERS, PARENTS, GUARDIANS & STAFF

We do not tolerate bullying or discrimination of any kind from or towards members, parents/guardians and staff within our school. We promote an ethos of a family atmosphere where everyone feels respected and cared for by one another. If we are informed of, or suspect any bullying or discriminative behaviour, we will follow our anti-bullying policy which is available to view on our website. If the behaviour persists, we reserve the right to take what action we feel is necessary to resolve the issue.

We expect all dancers to arrive 5 minutes before the start of their class time.

All personal items are to be taken with you when exiting the studio. ROAM Dance take no responsibility for any items left at the studio.

Members are expected to respect the cleanliness and tidiness of the studio. Bins are provided within the waiting areas, please ensure all rubbish is placed in a bin and please clean up after yourselves before leaving. We will not tolerate vandalism of any kind, if we are informed of or suspect of any vandalism behaviour we will invoice the individual responsible for it accordingly.

By accepting these terms and conditions, you consent that teachers can physically put their hands on students to make safely make corrections in technique or to spot/support a lift or contact work.

6. TEAM MEMBERS, STUDENTS, PARENTS AND GUARDIANS GROUND RULES

- We strongly advise you to NOT wear socks or tights in the studio to dance in. If the dancer chooses to wear socks, ROAM Dance School/ Laura Edwards will not take any responsibility for any injuries that occur as a direct or in direct result of dancing in socks or rights.

All communication must be done so by any of the following methods:

- E-mail
 - Text message/Whats app/Telephone
 - Directly to the ROAM Dance School Facebook Page
 - ‘ROAM Dance’ Private Parents/Dancers/Guardians Group Chat
 - ROAM Dance Instagram.

If any messages are sent to Laura’s private social media accounts, Laura has the right to not read or respond to these messages and they may be deleted straight away. ROAM Dance will reply to any enquiries via the formal methods of contact within 48 hours.

Dancers should be dropped off 5 minutes before the start of class. Parents/guardians are responsible for checking that the teacher is in the studio and that the class is on before leaving the child. ROAM Dance are not responsible for children that are dropped off early. Sometimes situations happen which are out of control, and teachers may be late to class due to traffic. It is the parents/guardians responsibility to check that the teacher is in the studio. Please pick under 18’s up from inside the studio. If parents/guardians give permission to dancers to walk down stairs or outside to the car park on their own, this is the parent/guardians decision and must be indicated on the Contract and Permission form. Children under 12 will not be permitted to leave the studio

building alone without a parent unless otherwise organised between the parent/guardian and teacher.

All members of ROAM Dance that are in a competition/performance team (as well as many of our classes) are required to be on a pay monthly plan. If any additional workshops are put on or pop up classes, these may be pay as you go. If a student is on 'UNLIMITED' package, they are still expected to pay for any additional rehearsals, workshops, competitions or costumes.

If a team member is absent from three consecutive team training sessions, they will be removed from their team. We expect every team member to attend every competition, and if for any reason you cannot make that competition, we expect to know at least 1 month beforehand.

Communications for teams will be sent out via letters and via the Facebook communication page 'ROAM Dance' which is a private group consisting of parents/guardians/dancers. We also have the main dance school page 'ROAM Dance School' which is open to the public and consists of more general information. Laura may also communicate with the dancers via other dance team conversations such as Whats App Group Chat or Instagram group chats but these are strictly for dance purposes and may take a 48 hour response for Laura to get back to you. Dancers may remove themselves from these conversations at any point.

Committing to a team means that you are liable to pay for all relevant competitions, events, compulsory workshops and team costumes. We will occasionally fundraise for competitions or costumes, however, we are not responsible for doing this for every competition and costume. You are welcome to fundraise for your own child to help with costs, but you cannot use ROAM Dance's name unless you have consent from the school.

Compulsory workshops, competitions or events may be added to team diaries during the year if we believe it will be a significant benefit to the team. We will communicate with the team and confirm interest before booking workshops.

Tickets for competitions need to be paid (online bank transfer/cash/paypal) by the date stated by Laura. If tickets are not paid on time the dancer will not be able to attend the competition. When reserving tickets, Laura then sends off all the information to an external competition company. If you have reserved dancer or spectator tickets you are liable to pay for all tickets that you have reserved, even if not attending the competition. Competition tickets are not refundable even if your ticket numbers change or the dancer can no longer attend the competition for any reason.

Every child will require a parent/guardian to supervise them at competitions, ROAM Dance are not responsible for your child's safety during these competition days.

We expect every team member to have respect for each other. If we have dancers having disagreements within a team, we would call parents in to have a discussion to see how the disagreement can be resolved. If then it continues, we would then ask for a further meeting with the dancers' parents to discuss other options; changing/leaving their team or thinking of another option to help resolve the situation.

DVO/EMERGE/EMPRISE/ECLECTIC

Members of DVO, Emerge and Emprise are expected to attend a weekly competition class in which they will learn choreography for their competition piece for 1 hour per week and also have junior/senior street dance included in their fees which is compulsory to pay for. If a member of the team misses 3 consecutive competition training sessions in a row, they will be removed from the team. Members that are in a competition team will be repeating choreography to practice it a lot, and whilst doing this they also need to keep up their ability to learn choreography, keep up their fitness and learn new styles of dance in order to enable them to progress. Junior and senior street dance is included in the silver, gold and platinum package too.

NVX

Members of NVX are expected to attend 1 ½ hours training per week. If a member of the team misses 3 consecutive competition training sessions in a row, you will be removed from the team. We will hold

regular auditions for NVX throughout the year and we remain the right to change dancers within the team, and remove dancers from the team for any reason.

CONTEMPORARY AND JAZZ TEAMS

Members of our contemporary and jazz teams are expected to commit to weekly classes. These teams are expected to attend a few competitions each year and if a member misses 3 consecutive competition training sessions in a row, they will be removed from the team.

MORE INFORMATION

At the end of every year we evaluate how well the teams have progressed to plan what their focus will be for the following year. Therefore, when choosing a team to audition for choose a team that you feel you can manage, please do not compare the teams to each other and wonder why each team has different opportunities.

We understand that every team progresses differently and within different time frames, no team is the same. Teams develop at their own rate and ROAM Dance will always push teams towards bigger things when we feel they are ready.

Students do not 'move up' to different classes once they get to a certain age, they will grow with the students in their class unless we feel that they need to move to be challenged more, to be moved into an easier class, because of friendship issues or because of being unable to attend a certain class.

7. WORKSHOPS

Throughout school holidays and half terms, ROAM Dance often offer workshops with industry professionals and pop up classes which are open to the public. Workshops are not included in monthly fees and are priced at their own cost. On occasions ROAM Dance will make workshops compulsory for teams if we feel it will significantly benefit a team's direction. If a deposit is required to be paid for a

workshop, if that the dancer does not turn up or cancels their place at any time after the deposit is paid, the deposit will not be refunded.

8. PRIVATE LESSONS

We offer private lessons with Laura, providing that that the member and teacher can agree on a set time and the studio is free. Private lessons are charged at £11.00 for 30 minutes and £22.00 for an hour. To book a private lesson please contact Laura. To secure your private lesson we require 50% of your booking to be paid upfront and the rest to be paid on the day. If you do not turn up to your private lesson you will lose your non-refundable 50% booking fee.

9. ROAM Clothing

ROAM Dance School clothing can be bought via the clothing website. We do not offer refunds for any ROAM Clothing and once ordered, ROAM Dance School clothing must be paid for in full.

10. LOST PROPERTY

ROAM Dance / Laura Edwards will not be responsible or liable for any possessions left or lost at dance. Students / parents/guardians should bring do not need to bring any valuables on site, and ROAM Dance will not take any responsibility for the loss of these items if brought on site.

11. CONFIDENTIALITY AND DATA PROTECTION

By law we are required to hold all the information and data within your 'Dance studio pro sign up account and emergency contact forms'. All forms are kept in a lockable cabinet and no unauthorised personnel can access it. Information cannot be shared without parental permission unless there is a safeguarding concern.

On occasion, some competitions and the council may ask for information such as date of births and addresses for safeguarding purposes and to confirm proof of age. Accident report forms are also stored in a lockable cabinet and no unauthorised persons can access them. ROAM Dance weekly registers displaying participants full names are online and password protected.

Details of how long information must be kept by law:

- Personal Information – kept for six years.

Contracts and permission forms, other permission forms, accounts, sensitive information, accident/ incident report forms, safeguarding concerns and any other forms containing personal data will be kept for six years. After six years, the data will be disposed of securely.

- Photographs and videos saved on the business cameras / laptops – kept for six years.

Photographs/videos posted online will continue to be displayed unless we are notified to remove them, if permission is opted out while the participant still attends we will remove photos within the studios and photos/ videos from our social media and website within 72 hours. If a member decides to quit and no longer wants photos of them being displayed,

they must inform ROAM Dance and we will remove photos within the studios and photos/ videos from our social media and website within 72 hours.

Your Rights:

- Right to access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to objection
- Right to data portability
- Right to lodge a complaint with the supervisory authority

Data Protection Privacy Notice –

Collecting Data As a dance school (ROAM Dance), it is necessary for us to collect personal information about you (the member), your parent or guardian and your emergency contacts. For most of the data we collect, the lawful basis for doing so falls under the category of ‘legal obligation’ such as names, date of birth and addresses as we have a legal requirement to obtain this data. Some data we collect, for example, photographs and videos, requires you to give consent for us to do so. Where this is the case, you will be required to tick the consent box to ‘Agree’ to this on your ‘Contract and Permission Form’ and you have the right to withdraw your consent at any time.

We may also be required to provide data to our local authority or setting, for example, we need to share members information for us to book and plan competitions, shows and events. Where this is the case, you will be required to tick the consent box to ‘agree’ to this on your ‘Contract and Permission Form’ and you have the right to withdraw your consent at any time. We will make sure that the information about the participant is accurate and up to date when we collect or use it. You can help us with this by keeping us informed of any changes to the information we hold for you.

For us to collect data from you, you will be required to complete paper forms. The types of data we collect from you include:

- Full name
- Date of birth
- Home address
- Email address
- Contact numbers
- Health conditions (details of allergies, medical conditions and injuries)
- Name, contact number and address for your parent or guardian and your emergency contacts

Whilst your child attends with us, we may also collect the following information:

- Photographs/ videos (with consent)
- Accident/ Incident reports
- Attendance records (registers etc)
- Your date of birth (for

competitions, shows and event purposes) • Passport number including date of issue (for competitions, shows and event purposes abroad)

Sharing information with others

In some instances, we must confirm or share information with other organisations. If we need to do this, we will make it clear to you on the forms you complete giving us the information. We will inform you before sharing any of your information. In some cases, a third-party organisation, such as a competition, may require you to sign an agreement to allow your information to be shared (e.g. TV release form). We advise you to read through all paperwork thoroughly before signing, so that you know exactly how your information will be used.

Security We will keep data about you (the member) and your parent or guardian and your emergency contacts secure. We will protect your data against unauthorised change, damage, loss or theft. All data collected is only accessed by authorised individuals. All paper forms are kept locked away and all business laptops are password protected.

Data Retention We will hold information about you (the member), your parent or guardian and your emergency contacts only for as long as the law says and no longer than necessary. After this, we will dispose of it securely.

Access and Correctness Whenever possible, we will let you see the information we hold about you and correct it if it is wrong. This needs to be requested in writing.

Our Commitment We will only collect information that is necessary for what we do. We will be fair in the way we collect information. We will tell you what we intend to do with the information. Where

possible, we will collect information directly from you. If we collect information about you from someone else, we will make sure you know what information we hold on you, where possible and legal to do so.

General Data Protection Regulation (2018) We will comply with the General Data Protection Regulation 2018 (GDPR) and any subsequent legislation on information handling and privacy. We will do this through our Dance Schools GDPR policy and procedures. We will support you with any questions or problems that you may have with the Data Protection Act 1988, General Data Protection Regulation 2018, the Human Rights Act 1998 or the Freedom of Information Act 2000. If we cannot help you, we will give you advice on where to get the information you may need.