Terms and Conditions

For term-time classes, private lessons, examinations, competitions, shows and workshops

Owner	Version	Effective date
GH Dance Academy	Version 3.0	1st September 2026

Key terms

- Classes are booked and paid for in advance one term at a time. Enrolment does not automatically renew.
- A place for a new term is confirmed only when GH Dance receives the required payment.
- Ordinary pupil absence, holidays and a decision to stop attending during a paid term do not normally qualify for a refund.
- If GH Dance cancels a class, it will normally provide a suitable substitute teacher or replacement class. Where this is not reasonably possible, GH Dance will offer an account credit or proportionate refund.
- Shows, competitions, examinations, private lessons and workshops may carry separate booking conditions and charges.
- Parents must disclose relevant health, medical, access and safeguarding information and keep emergency contacts current.

1. About these terms

These terms form the agreement between GH Dance ("GH Dance", "we", "us") and the person making the booking (you). Where the pupil is under 18, you confirm that you are the pupil's parent or legal guardian, or have authority from them to make the booking. The booking form, published class information, fee schedule and any event-specific conditions form part of the agreement.

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2. Enrolment and suitability

- Bookings are subject to availability, suitable age/ability, required information being supplied and payment clearing.
- GH Dance may recommend another class where this is safer or more suitable. Placement in an examination, competition or performance group is based on the teacher's professional assessment and is not guaranteed.
- A trial does not reserve a continuing place unless GH Dance confirms this in writing. If a pupil joins after term begins, fees may be calculated for the remaining scheduled classes.

- Enrolment lasts only for the stated term. Parents must re-enrol for each new term; previous attendance does not guarantee the same place.

3. Fees and payment

- Term fees are due by the date on the invoice and must be paid by bank transfer using the payment details supplied.
- The payer must use the requested pupil/invoice reference. A booking is not confirmed until GH Dance confirms acceptance and cleared payment.
- Instalments, discounts or payment plans apply only where agreed in writing. An instalment arrangement spreads the price of the term; it does not turn the booking into a monthly membership.
- Fees for costumes, examinations, workshops, competitions, tickets, travel, licences, private lessons and other extras are separate unless expressly included.
- If payment is overdue, GH Dance may issue a reminder and, after reasonable notice, suspend attendance or release the pupil's place. A £10 late-payment administration charge may be applied where payment remains outstanding after the reminder deadline. This charge reflects the reasonable administration involved in pursuing the overdue payment.
- Parents experiencing payment difficulty should contact GH Dance promptly. Any agreed variation must be recorded in writing.

4. Online and distance bookings

GH Dance will provide the required pre-contract information before accepting an online, telephone or email booking. Statutory cancellation rights depend on the type of booking. A 14-day cancellation right may apply to some distance service contracts, but the law contains exceptions, including certain leisure services supplied on a specific date or during a specific period. GH Dance will not contract out of any right that legally applies.

If you expressly ask for a service to start during an applicable cancellation period and later cancel lawfully, GH Dance may charge a proportionate amount for services already supplied where the law permits. Event-specific terms will identify any applicable cancellation arrangements.

5. Pupil absence and withdrawal

- Fees reserve a place and contribute to committed teaching, venue and administration costs for the term. GH Dance does not normally refund or credit classes missed because of illness, injury, holiday, transport, school commitments or a personal decision not to attend.
- Notice that a pupil will not return next term should be given as soon as possible. Because enrolment does not automatically renew, no further term fee is due unless a new booking is made and accepted.
- If a pupil withdraws during a paid term, liability is limited to GH Dance's reasonable net loss. GH Dance will consider costs saved and any amount recovered by filling the place. Any refund due will be calculated fairly; an administration charge will represent reasonable work actually caused by the cancellation.
- GH Dance may consider a credit for prolonged medically certified absence or other exceptional circumstances, but this is discretionary unless the law requires a remedy.
- Stopping attendance or cancelling a bank instruction does not by itself cancel an accepted booking or resolve an outstanding invoice.

6. Changes and cancellation by GH Dance

- GH Dance may make reasonable changes to a teacher, room, venue or timetable where necessary. It will give as much notice as reasonably possible and will not make a significant change without offering an appropriate remedy.
- For teacher illness or operational disruption, GH Dance may use a suitable substitute teacher, reschedule the class or extend the term. Where these options are not reasonably available, GH Dance may offer an account credit or provide a proportionate refund.
- Where GH Dance cancels a class and cannot provide a reasonable replacement, a proportionate credit or refund will be given for the affected class.
- GH Dance is not responsible for losses outside its reasonable control. This does not allow GH Dance to keep payment for a service it does not provide where consumer law requires a refund.
- GH Dance may permanently close or combine a class with reasonable notice where numbers make it unviable. Affected prepaid fees for services not supplied will be refunded or, if the customer agrees, credited.

7. Attendance, collection and supervision

- Pupils should arrive on time, correctly dressed and ready to participate. Late pupils may be asked to observe if joining would be unsafe or disruptive.
- The parent remains responsible until the pupil is handed into the agreed class area and resumes responsibility immediately at the published finish time.
- Parents must identify authorised collectors and notify GH Dance in advance of changes. GH Dance will not release a child where identity or authority is reasonably in doubt.
- A pupil may leave alone only where the parent has provided written permission and GH Dance has accepted the arrangement.
- Persistent late collection may lead to a reasonable charge reflecting additional supervision costs and, if repeated, withdrawal of the place after warning.
- Parents must advise GH Dance of absence through the published contact route. Staff personal social-media accounts must not be used for operational or safeguarding messages.

8. Health, injury and participation

- Parents must disclose relevant medical conditions, allergies, injuries, disabilities, access needs, medication and emergency instructions before attendance and update GH Dance promptly.
- Dance is a physical activity and ordinary participation carries some risk of strain, fall or injury. Teachers will use reasonable care and skill, but no activity can be entirely risk-free.
- A pupil must not attend where infectious illness or an injury makes participation unsafe. Teachers may adapt or stop participation where reasonably necessary.
- In an emergency, GH Dance will attempt to contact the parent and may call emergency services. Nothing in these terms authorises treatment beyond lawful emergency action and information supplied by the parent.
- Teachers may use appropriate, explained physical contact to demonstrate or safely correct technique. Pupils may raise discomfort and alternatives will be considered.

9. Uniform, property and facilities

- Required uniform, footwear, hair and jewellery standards will be communicated for each class. These exist for safety, teaching and presentation.

- Pupils should bring only necessary belongings. GH Dance is responsible for loss or damage only where caused by its failure to use reasonable care and skill.
- Food, drink, equipment and premises rules must be followed. Water in a secure bottle is normally permitted.

10. Behaviour and safeguarding

- Pupils and adults must behave respectfully and must not bully, harass, discriminate, threaten, film without permission or endanger another person.
- GH Dance may use proportionate steps including a discussion, warning, temporary suspension or removal. Immediate removal may occur for serious misconduct or a safeguarding risk.
- Where GH Dance ends a place, it will act fairly and consider whether any prepaid service will not be supplied. A refund may be reduced only by reasonable loss or costs and will not affect statutory rights.
- Safeguarding concerns will be handled under GH Dance's Safeguarding and Child Protection Policy and may be shared with statutory agencies without consent where necessary and lawful.

11. Shows, competitions and examinations

- Participation may require minimum attendance, rehearsal, behaviour, ability, costume, licence and payment requirements. Selection and casting decisions are made in the interests of safety and the production and are not guaranteed.
- Third parties set many examination, competition, venue and ticket conditions. GH Dance will provide material conditions before payment where available.
- Entry, costume, ticket, travel and third-party fees may become non-recoverable after an order or entry deadline. If a pupil withdraws, GH Dance will retain only sums reflecting non-recoverable commitments and reasonable net loss.
- Results, grades, selection and awards cannot be guaranteed. GH Dance is not responsible for decisions made by an examining body, adjudicator or event organiser, but will provide its own services with reasonable care and skill.

12. Private lessons and workshops

Private lessons and dated workshops may have a stated cancellation deadline. Any retained amount will be a reasonable estimate of GH Dance's net loss, taking account of notice, costs saved and whether the slot is resold. If GH Dance cancels and no suitable alternative is agreed, the affected fee will be refunded.

13. Photography, filming and data

Promotional photography and filming require separate consent and are governed by GH Dance's Photography and Filming Policy. Refusing marketing permission will not affect ordinary class eligibility. Shows may be professionally recorded where this is made a prominent condition before entry; GH Dance will consider reasonable safeguarding adjustments. Parents and visitors must not publish identifiable images of other pupils without appropriate permission.

GH Dance processes personal information under its Privacy Notice. Parents must keep contact and medical details accurate. Service communications are not marketing. Marketing messages will be sent only where GH Dance has a lawful basis and any required consent.

14. Liability and legal rights

Nothing in these terms excludes or limits liability where it would be unlawful, including liability for death or personal injury caused by negligence, fraud, or the customer's statutory rights. GH Dance is not liable for indirect or unforeseeable loss. Its responsibility for foreseeable loss caused by breach remains subject to the law. Services will be provided with reasonable care and skill under the Consumer Rights Act 2015.

15. Complaints and changes

Concerns should be raised promptly under GH Dance's Complaints Policy. GH Dance may update these terms for legal, safeguarding or operational reasons. Material changes will apply to future bookings unless an earlier change is required by law or agreed with the customer. The version accepted at booking will otherwise govern that term.

16. General

If part of these terms is unenforceable, the remaining terms continue. A delay in enforcing a right is not a waiver. No person other than the parties has a right to enforce this agreement. These terms are governed by the law of England and Wales, and the courts of England and Wales will have non-exclusive jurisdiction; consumers retain any mandatory rights to bring proceedings elsewhere.

Parent declaration

By submitting a booking, I confirm that I have read and accept these terms; the pupil information is accurate; I have authority to book for the pupil; and I will notify GH Dance of relevant changes. Photography/filming choices and marketing consent are recorded separately.

☐ I accept the GH Dance Terms and Conditions for the term shown below.

Pupil name: _____

Parent/guardian name: _____

Signature: _____

Date: _____

Please retain a copy. Electronic acceptance through GH Dance's booking process has the same effect as signing this page.