

Terms + Conditions – Child Clients + Classes

Parents

At the end of each term, parents are invited to watch classes. During normal term-time however, this is not permitted as the presence of parents/carers distracts the children. Having a 'performance' opportunity to work towards also aids the pupils' understanding of rehearsing and practising for a specific goal.

Pupils

Clifford Studios operates an equal opportunities policy and reserves the right to refuse or withdraw places at their discretion.

Children develop at differing rates and therefore teachers inform parents when it is time for their child to move up to the next class. For some children, taking exams is not beneficial and parents are again be informed by the teacher when and if their child is being considered for entry.

Child Protection

During classes at CS it may be necessary for teachers to use physical contact in order to give effective correction and instruction. This will only happen where necessary and all teachers employed by CS hold full and current DBS checks.

Teachers

All teachers at CS hold full, enhanced DBS checks and attend regular Paediatric First Aid courses to keep their knowledge and skills current.

Teachers are responsible for children only during their class and when in the studio.

Photography + Social Media

During classes teachers will sometimes photograph or video pupils for promotional purposes or to aid memory of steps and choreography. Please let us know if you would prefer your child not be featured on the CS website and/or social media outlets.

Stopping classes

6 lessons notice is required if your child is to be withdrawn from classes. If notice is not received, the next term's fees are payable.

Payment

Payment for all classes must be received prior to the scheduled session to ensure you/your child's space.

If you have not already paid for the session, your account/card will be charged for the full amount of the session.

If no card/account information is present, no further sessions will be conducted until the outstanding payment is received.

Once purchased, adult + children's classes, (both single and passes/terms) will not be refunded. However exceptional circumstances will be taken into consideration at the discretion of CS.

Cancellations made by CS will be credited to clients' accounts in the form of an extended time period in which to use classes or with class credits.

Uniform + Merchandise

Any items ordered without having been tried on at the front desk first will not be eligible for return or refund.

Those that have been tried on, and are found to be defective or damaged may be returned within 14 days for exchange only.

Returns are valid only for items where the packaging and contents have not been used or damaged. For this reason CS recommends all new shoes should be tried on first on top of a protective floor covering and dancewear is tried on over underwear.

Refunds are only available when an equivalent replacement is unavailable and the customer does not wish to exchange for another product.