

North London Stars **TERMS AND CONDITIONS**

This is part of your agreement when joining North London Stars. Membership is open to all subject to the following conditions:

- North London Stars accepts no responsibility for loss or damage of personal belongings while on the premises.
- NLS accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- NLS Staff must be notified of any changes to the information provided on the Registration Form.

Staff/teachers:

All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced and DBS checked. Volunteer class assistants and trainees on placements are all DBS checked. There is always a first aider on site.

Supervision while on site:

Students must ensure they always get full permission from staff prior to leaving class. Toilet breaks for younger children will be supervised by either a member of staff or class facilitator and students will always be supervised whilst on site.

Behaviour:

Racist, sexist and other offensive language and behaviour is not tolerated, and we reserve the right to terminate membership without notice, the final decision being undertaken by the Board of Directors. Behaviour of staff, parents and students must always follow our code-of-conduct.

Shows:

Parents/carers will be invited to one class/performance per term. Parents/carers are not permitted to watch otherwise. (If a child is new or particularly unconfident, parents/carers may be allowed to sit in during the first ten minutes of one class at the teacher's discretion). ADC Stars provides costumes and props for shows where possible, but parents may be asked to provide basic accessories and basic costume if required.

Contact:

Contact will primarily be made by email, though there will also be updates via social media. NLS will ensure all parent/guardian/ students are well informed and it is the parent/guardian/ student's responsibility to ensure they have read all relevant information and reminders. Please contact us with any questions or problems you may have. The best way is via email. If there is a problem concerning pick up arrangements please call the ADC Stars phone number.

Food:

Chewing gum/ fizzy drinks are strictly forbidden on the premises. No food is to be eaten during class time. Where students are collected from school they may bring a quick, light snack and drink (not lunch). Uniform:

This is basic but essential and gives the students a sense of belonging, a sense of ritual and sense of dressing for something important – their class. Appropriate clothing as below is necessary for health and safety and child protection: wearing the correct ADC Stars clothing allows safe practice, gives a sense of belonging, allowing all to feel equal, healthy and secure.

- Base: Purple leotard (skirted or unskirted)
- Shoes: Jazz/ballet shoes or bare feet for ballet and modern, Tap shoes must be worn for tap.
- Optional: Black leggings, tights, NLS t-shirt/hoodie and warm up jumpers are permitted

Please note:

- All clothing, shoes and bags must be clearly labelled – unclaimed lost property is donated to charity at the end of every term.
- Strictly no jewellery (jewellery is very unsafe during physical activity).
- Hair must be tied back from the face for all classes.
- Second hand uniform can be bought and sold on the Facebook group
- We welcome donations of dancewear that are in good condition and can be re-sold at a small price or lent to students.

Attendance:

Children must arrive and be collected promptly. It is very important that children arrive in time for their classes, preferably 5 minutes before the start. This allows the group time to settle from the moment the class starts. Latecomers may be refused admission, as this may disrupt the professional attitude to classes we aim to foster. Where possible NLS will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

Absence:

Any child missing for more than two classes per term without reason may not be able to join future courses. Class numbers are limited, and some have waiting lists, so good attendance and commitment to the course is essential. Non-attendance on the first day of term without contact may result in forfeit of the place in class.

Photography & Videoing:

Photography or videoing of students in class or performance is not permitted. This is for the safety and well being of each individual student and to comply with GDPR. Where consent has been given, ADC Stars will offer professional photographs and video of shows and events and share regular photo updates with parents/guardians.

Child Collection:

NLS TEACHER POLICY AND PROCEDURE FOR YOUR INFORMATION Teachers must ensure that each child has left a session with an adult or older child (agreed in advance with parent). It is the parent/guardian's responsibility to ensure the child is collected punctually at the end of the class or session. Should a parent/ guardian not turn up to collect a child on time – this is the procedure to follow: • Inform principal who will contact the parent/guardian. • If the principal is not available, ask the child to contact the parent/guardian immediately. • If the child cannot call the parent/guardian, contact the parent/guardian directly to arrange collection. • If the parent/carer is not reachable, and you must leave, the emergency procedure is as follows: • Leave a message with the parent and contact the entire NLS Management Team with all the information. Wait until another member of the team can arrive. • If the parent/guardian is not reachable and there is no adult available, you must take the child to the nearest police station. Inform the police of all contact details for the parent/guardian and notify the entire ADC Stars Management Team as above. Leave a message for the parent/guardian to say where the child will be.

Booking:

NLS does not provide drop-in classes for children and young people on all term time courses. All courses must be booked in advance. New students may join courses during the term subject to availability and authorisation of the NLS team. If there are no spaces on a requested course when booking, then NLS will aim to provide an alternative option where possible.

Waiting List:

Members on the waiting list will be contacted in order of the list. If members are unavailable, no message will be left. The next member will be contacted and the first to make contact will receive the place. -

Automatic re-enrolment:

Current students automatically have a place in the next term's course until they cancel their enrolment, subject to fee payment. If any current student has not paid fees, one attempt to make contact will be made to determine whether the student is continuing before offering the place to someone else. Placement Priority on Courses: • Current Students continuing in same course • Current students changing courses and additional courses • Siblings of current students • Waiting lists of new students

Payments:

Fees are charged termly and are to be paid in full by the end of the specified due date. After this one written reminder will be issued. If fees are not paid within a week of written reminder there will be a 10% late fee. Where classes fall on a public or religious holiday, the class will not run and will not be charged. All other classes are charged, regardless of attendance. Refunds cannot be given unfortunately. We do not offer classes on a pay-as-you-go basis, though pre-arranged payment plans are temporarily available. Non-payment If payment is outstanding, NLS reserves the right to withhold services. Every attempt will be made not to discuss monies owed with children, although in extreme circumstances (especially when children arrive without supervision) children may be turned away. NLS may share data with debt collection agencies in order to re-coup monies owed.

Cancellation:

If a booking is cancelled before the start of term a minimum of a week's notice should be given. Occasionally some courses may be cancelled due to circumstances beyond NLS' control. The administration team will endeavour to contact paid customers and will either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given. NLS reserves the right to cancel a course if there are fewer than five participants on a course and the above efforts will be made to place a student in an alternative course or offer a pro-rata refund where appropriate. If a single class does not take place due to circumstances beyond our control, NLS will view this class as postponed and will reschedule.

LOCALISED LOCKDOWNS and PANDEMICS:

If NLS cannot deliver classes due to force majeure or government directive, we shall implement online classes via video conferencing software as a replacement. No refunds will be offered. If a child or household member is told to self-isolate by NHS Track and Trace (or equivalent service) catch up material may be provided to the student upon request. If the student is unwell and cannot take part, this will be classed as missed sessions and as per the below, no refund will be made. Refunds NLS cannot offer a refund if you do not attend courses. The first two classes are considered 'trial' classes. If for any reason the course is not suitable, we must be notified before the third class and the child may withdraw with no fees due. Holiday courses are non-refundable.

Infection control:

All parent/guardian/students are expected to follow additional regulations set out in our infection control procedure to ensure the safety of our students and wider community. Repeated failure to comply may result in dismissal.