

STS Theatre School

Terms & Conditions

### **General Conditions and Term Dates**

Lessons are invoiced in advance, for a block of lessons, during term time. Three terms of lessons are provided every year, term lengths may vary but they will start and finish within school term dates.

The names and approximate dates of each term are as follows:

Autumn Term: September to December

Spring Term: January to March

Summer Term: April to July

The exact start and finish dates for each term will be published on our website. A copy will be sent to you on request.

### **Termination/Cancellation of Tuition & Examinations**

If a student wishes to drop a class or leave the school we require written notice 4 weeks prior to the end of the current term, if notice is not given then 4 weeks notice will be charged. Fees will not be refunded.

If a student withdraws from an examination after they have given written participation consent and paid the fee then they will lose their examination fee.

### **Payment**

Payments can be made in the following ways:

1. Direct BACS transfer.
2. Cash or cheque

### **Late Payment Fee**

If payment is not forthcoming, a 'Late Payment Fee' applies automatically after the expiration of 3 weeks after the date when payment is due.

The 'Late Payment Fee' will be £25.

This fee is applied as a fair representation of the extra administrative costs incurred by us due to the late payment of lesson fees.

### **Missed lessons**

We do not credit lessons missed by students

We do not credit lessons for school closures where we are not notified at least one month in advance

School Events: We do not credit lessons missed due to school events unless the whole school is closed and we are notified at least one month in advance.

Extreme weather: we do not credit for lessons that are missed due to extreme weather (e.g. lessons missed due to school closures and/or transport difficulties caused by snowfall or similar conditions)

Force majeure: We do not credit for lessons missed due to force majeure, including, but not limited to war or hostilities, riot or civil commotion; epidemic, earthquake, flood or other natural disaster.

If our tutor fails to attend a lesson due to their ill health, transport difficulties or any other reason beyond our reasonable control and we are unable to provide cover, we will then endeavor to add extra lessons back into the current term's schedule where possible, to make up for the missed lesson. If we are unable to make up the lesson a credit for the fees for that lesson will be applied to your account. Credits held on account will be subtracted from the balance owing for the following term.

### **Rescheduled Lessons**

From time to time we may need to reschedule lessons, either temporarily or permanently due to bank holidays, inset days or for other reasons beyond our control.

Whilst we endeavour to minimise the inconvenience of rescheduling lessons we reserve the right to make changes to schedules as they become necessary due to circumstances beyond our control.

Lesson schedule details are published at the start of each term on the invoice statement emailed to you and you will be charged for the number of lessons given in any term.

We reserve the right to change the teaching staff without notice.

### **Refusal of Tuition**

We reserve the right to refuse to provide tuition to any student either temporarily or permanently, at our reasonable discretion.

Reasons for us choosing to exercise this right may include, but are not limited to:

Late, or non-payment of fees

Student behaviour (or other incident) that has a detrimental effect on the lessons

Any form of abusive or threatening language or comments made about a member of our staff

Our exercising this right does not entitle the student/parent to any credit/refund of lesson fees.

### **Changes to Lesson Prices**

We reserve the right to change the price of lessons to reflect any change in the price charged to us for use of the venue at which lessons are held.

Details of any such changes are published in advance, and we will endeavour to give as much notice as possible. We will notify you of any such changes in writing in advance of them taking effect.

### **Teachers**

We reserve the right to change the teacher of any class in our timetable without notice providing it is a current faculty member.

All our teachers are fully qualified and enhanced DBS checked, our teachers are also fully trained chaperones under Surrey County Council

We reserve the right to change and update these Terms & Conditions