



Trevonne Stage School Terms & Conditions with Payment Policy – effective from 25th August 2026

All payments will be managed through **Class Manager**, our secure payment platform. By enrolling at Trevonne Stage School, you agree to the terms and conditions outlined in this policy.

1. Payment Obligations

1.1. Tuition Fees:

- Invoices for tuition are issued per term. Fees for all terms will be divided into **3 or 4 monthly payments depending on the term length**, due on the **1st of each month**. All term fees must be paid in full by **1st day of the final month**.
- Fees are payable regardless of attendance. If a student does not attend lessons, the full fees for the term remain due.
- If a student joins us part way through the term, their term invoice will be divided by the remaining months of that payment period.

1.2. Additional Fees:

- Separate invoices will be issued for exams, costumes, uniforms, show deposits, and other items. These may be paid via **cash, card, or bank transfer** (subject to future changes).

1.3. Non-Refundable Fees:

- All fees are non-refundable. Exceptions may be made at the management's discretion in cases of long-term illness or injury, with appropriate medical documentation.

2. Discounts

2.1. Sibling Discount:

- A **10% discount** is applied to invoices for the second and third siblings attending the school.

2.2. Subject Discount:

- Students enrolled in **7 subjects** will receive the **8th subject free** for the term. This discount is not applicable where other discounts have been made available such as two lessons combined for a lesser fee.

3. Account Management

3.1. Payment Plan:

- All tuition fees must be paid through the payment plan system in **Class Manager**. A valid payment card must be saved to your account to enable automatic billing. You can also pay your fees in whole at the start of the term. This should be agreed with the management.

3.2. Failed Payments:

- Customers will be notified of failed payments and must update their payment method within 7 days to avoid suspension of classes or withholding of examination results.

3.3. Customer Portal:

- All invoices, payments, and balances can be tracked through the Class Manager customer portal.

4. General Terms and Conditions

4.1 Enrolment and Trials

All new students are required to complete an enrolment form when they start a series of classes.

The dance school may offer trial periods or bulk discounts on occasions. These are offered at the school's discretion and can be withdrawn at any time.

4.2. Attendance and Records:

Registers are maintained for each class for safety and security purposes. Students are expected to arrive on time and be collected promptly at the end of their class. No refunds will be given for non-attendance or lateness due to traffic or other circumstances beyond our control. Persistent lateness for drop-off or collection may result in further action

4.3. Class Cancellations:

- If a class is cancelled due to teacher sickness, or other unforeseen events, efforts will be made to reschedule. Rescheduled classes may take place on different days or extend term dates. No refunds will be issued in these cases.

4.4. Force Majeure:

- In the event that Trevonne Stage School is unable to provide its services due to circumstances beyond its reasonable control (a 'Force Majeure Event'), including but not limited to acts of God, pandemics, epidemics, natural disasters, government restrictions or regulations, war, acts of terrorism, civil unrest, or widespread utility failures, the school will endeavour to provide alternative arrangements. Such arrangements may include, but are not limited to, online classes, credits for future lessons, or extended term dates. No refunds will be issued for classes cancelled due to a Force Majeure Event where alternative provision is offered. The school will communicate any necessary changes to customers as swiftly as possible during such events

4.5. Notice to Withdraw:

- A minimum of **half a term's written notice** to the **Management** is required to withdraw from any class or leave the school. Failure to provide notice will result in the next term's fees being due in full.
- You should give notice before the 1st of that month to avoid further payments being taken after the notice period.

4.6 Timetable Changes:

The school timetable may be subject to change due to examinations, lesson clashes, or other operational requirements. Customers will be notified in advance of any adjustments.

5. Uniform and appearance

- These guidelines promote a sense of belonging and help students feel **smart and confident** in their surroundings. Hair should be in a neat bun for **ALL** lessons, including exam prep lessons. Hair too short for a bun should be tied back neatly and securely
- Uniform requirements are available on the school website and can be purchased through the school.
- **No jewellery** is to be worn in lessons. All jewellery should be removed or securely taped.
- Please note any **jewellery should be REMOVED for exams or performances** to keep in line with our insurance policies.

6. Behaviour and Etiquette

6.1 Behaviour expectations

- Respect all teaching staff
- Treat other students as you would wish to be treated yourself
- Come to every class with a positive attitude
- Always ask for help if you need it
- Consistently try your best
- Wear correct uniform and footwear
- Ensure hair is neat and tidy
- No food or drink to be brought into any lessons

Students and customers are expected to demonstrate mutually respectful behaviour to teaching staff, fellow students, and the studios. Poor behaviour will not be tolerated and may result in students being asked to leave the school.

Bullying is not tolerated and should be brought to senior staff or teacher's attention immediately.

6.2 Staff Interaction & Supervision:

- Students are the responsibility of Trevonne Stage School staff only during their timetabled lesson time.
- Customers are responsible for the supervision of their children at all other times when they are not officially in a scheduled class, including waiting areas before and after lessons, and during any breaks. Students under the age of 11 or still attending Primary school must be actively supervised by a parent or responsible adult whilst on the premises when not in a lesson (e.g., during breaks, before/after their class).
- Please do not interrupt a class to speak to a teacher; you should contact the school through the appropriate means and arrange a meeting at a suitable time

6.3 Trevonne Stage School encourages a positive and respectful environment. We ask all students, parents, and carers to adhere to a high standard of conduct when engaging with social media platforms regarding the school, its staff, and other students. Any defamatory, disrespectful, or negative comments

or content about Trevonne Stage School, its teachers, students, or activities posted online will not be tolerated and may lead to disciplinary action, including suspension or expulsion from the school. We encourage open communication directly with the Management to address any concerns

6.4 All choreography taught during classes, rehearsals, and performances at Trevonne Stage School remains the intellectual property of the school and its teaching staff. Students are permitted to perform such choreography as part of their training and during official school events. Any reproduction, recording, or performance of Trevonne Stage School choreography for external purposes (e.g., competitions, shows outside the school, personal social media videos for public viewing) without the express written permission of the Management is strictly prohibited. Any materials provided for classes (e.g., music, notes) are for personal use only and not for distribution.

7. Health and Medication

Please notify the Management and school immediately of any medical issues, allergies, or learning difficulties that may affect your child's learning or participation, providing all necessary details so we can support them accordingly. If medication needs to be administered whilst a student is in the care of Trevonne staff, explicit written consent and instructions must be provided. Any new injuries or pre-existing conditions should be discussed with the class teacher by a parent/carer prior to any lesson

7.1 Health & Safety and First Aid:

The health and safety of our students and staff is paramount. Trevonne Stage School operates under a comprehensive Health & Safety Policy, which is regularly reviewed. We ensure that our premises are safe and suitable for dance activities. Trained and certified First Aiders are available on-site during all scheduled class hours. In the event of an injury or medical emergency, appropriate first aid will be administered, and parents/carers will be contacted immediately.

7.2. Emergency Procedures

For the safety of all attendees, students will be familiarised with emergency exits and procedures during their time at the school. Regular fire drills and emergency evacuation practices will be conducted to ensure students and staff are prepared for unforeseen events. All students are expected to follow staff instructions promptly and calmly during any emergency procedure.

8. Safeguarding

- All teachers are qualified, DBS checked, and insured. Due to the nature of teaching any physical skill, sometimes it is necessary to correct positions physically. This will always be conducted with care and professionalism with a clear intention. Please contact the School if you have any queries about this.
- The safeguarding of our students is of paramount importance. We have a separate Safeguarding Policy available on our website and a dedicated Safeguarding Officer available should you have any concerns.
- No child will be allowed to leave the premises unless a parent is there to collect them or prior arrangements have been made for them to leave alone which the school have been made aware of.
- During school productions we have a wealth of experienced, qualified, and licenced chaperones who will take responsibility for the welfare of your child.

9. Examinations, Presentations and Awards

- Trevonne Stage School is affiliated with the **Royal Academy of Dance (RAD) International Dance Teachers Association (IDTA)** and **NPAA**. We offer examinations, presentations, Class Awards and Medals for these syllabi. Entry for any examination is at the discretion of the class teacher and the management. Parents/carers and students will be informed **when the required level is achieved**.
- Whilst Examinations and Class Awards are not compulsory, they are encouraged to fulfil **achievements and progression**.
- Exam Prep lessons may be required in the lead up to an examination, usually 4 for IDTA exams and 6 for RAD. These are **compulsory** for the students to attend and will be charged at the current lesson price.

10. Valuables and Lost Property:

Students are responsible for their personal belongings whilst on Trevonne Stage School premises and bring items at their own risk. We strongly advise against bringing valuable items (e.g., expensive jewellery, electronics, large sums of money) to classes. Trevonne Stage School accepts no responsibility for any items lost, stolen, or damaged on the premises. Unnamed items found will be placed in the lost property area in reception and cleared periodically, typically at the end of each term.

11. Photography and Video Usage:

Trevonne Stage School may capture photographs and videos of students during classes, performances, and school events for promotional and archival purposes. These images and recordings may be used on our official website, social media channels (e.g., Facebook, Instagram), in printed promotional materials (e.g., flyers, brochures), and for internal school displays or press releases. We aim to capture the positive and enriching experience of our students. If you **do not wish** for your child to be included in such photographs or videos, you **must notify the Management in writing** as soon as possible. Unless we receive explicit written notification from you to opt-out, your continued enrolment signifies your agreement for your child to feature in our promotional and marketing posts and materials. Image rights and ownership of all photographs and videos taken by Trevonne Stage School remain with Trevonne Stage School. Please consult our separate Photography Policy on our website for further details, including information on how long images may be retained.

12. Participation in External Activities:

Prior permission must be obtained for participation in external vocational classes, performances, or productions to avoid conflicts of interest. At Trevonne Stage School, we value the dedication and commitment of our students to their training and development. While we cannot restrict students from participating in external activities, we strongly encourage loyalty to the school and its programs. **Maintaining focus and consistency in one training environment often leads to the best outcomes for our students.**

We kindly ask that parents and students consider the potential impact of outside commitments on their progress and involvement at Trevonne. If participation in external activities is being considered, we would appreciate open communication to ensure it aligns with your child's goals and our shared vision for their growth.

13. Emergency Contacts and Updates:

- An enrolment form must be completed for each student and kept up to date with accurate emergency contact details, medical information, and email addresses. Any changes should be notified to Trevonne immediately.

14. Amendments to the Policy

- Trevonne Stage School reserves the right to update this policy. Customers will be notified of any changes.

14.1. Grievances and Dispute Resolution:

Should you have any concerns or complaints, we encourage you to address them promptly and directly with the school. In the first instance, please speak to your student's subject teacher. If the matter remains unresolved, please contact the Management in writing to raise your concern. We are committed to resolving issues fairly and efficiently.

15. Contact Us

For any queries or assistance, please contact the dance school office directly.

For the latest news or information, including current versions of policies, please access our social media channels or visit our website.

<https://www.trevonnestageschool.com/>

**Kind regards,
The Trevonne Team**