

Terms and conditions – Lumina Dance Company

These terms and conditions are put in place to ensure that the dance school can be run as smoothly and efficiently as possible. Please take a moment to read the terms and conditions and keep them for your records. If you have any questions about anything stated below, please contact the dance school directly.

Fees and payments.

Trials are paid weekly via online booking (class manager) for the first 2 weeks. Once students have been attending for over 2 weeks payment is to be made via monthly subscription.

This means that your yearly bill will be divided by the number of weeks we are open (which will be 40, term dates can be seen on our website) and split across 12 months. Payment will be due every month (including months we may not be open eg. August) and will be exactly the same payment each month, please note this does not mean we are charging you for classes you are not attending, this is just your annual bill spread across all 12 months. This is to provide convenience for all of our customer.

All invoices will be sent out the month before classes and will be due by the 15th of that month for example - September fees will be sent out on August the 1st and due by the 15th of August.

For any changes such as adding on classes this will be added onto your yearly bill and your monthly subscription will be adjusted accordingly.

For any additional payments throughout the year such as show fees, etc this will be kept separate, and you will receive communication and a separate invoice for this so your 'tailored subscription' always stay the same.

We strongly recommend for your convenience adding a card onto your class manager portal account and enabling auto pay via the portal so your fees can be taken out each month automatically (please note if you do sign up to auto pay your fees will be taken out 1 day before payment is due).

To do this you can log into your portal, go to profile, settings and add a payment card, then enable auto pay.

<https://app.classmanager.com/portal/lumina-dance-company/login>

Each month customers will also be charged a £1 admin fee per invoice from February 2024.

Class subscriptions are as follows:

- 30-minute classes £16 per month
- 45-minute classes £19 per month
- 1-hour classes £22 per month
- Elite Squad £23.30 per month
- ACRO £23.30 per month
- Private lessons £32 per session
- Adult Dance Fitness £6.50 per session (pay as you go)

For any events that the dance school holds eg: workshops & Dance + Cocktail events places are not guaranteed until full payment has been made.

Late payment fee

All fees are to be paid by the 15th of each month.

We reserve the right to charge a late payment fee if this is not paid on time.

The late payment fee is as follows –

- 1-10 days late payment – late payment fee of £5
- 10 days+ late payment - Admin fee of £5 plus 20% of your monthly amount will be added on to your bill eg: Dance payment of £27, paid 10 days late will now be £37.40 (20% off monthly fee and £5 admin fee).

Cancellation of Classes

Notice of four weeks must be given in writing if a child wishes to cease attending lessons. Fees will still be due even if the student is unable to attend class until the completion of the notice period. Fees will not be refunded if students leave during the middle of a month.

Absences

We regret that refunds and deductions to fees will not be given due to the odd class being missed or holidays and illness - please note this also includes show rehearsals (if your child has opted into the yearly annual show). Only under extreme circumstances would this be considered.

Uniform

A full uniform list can be viewed on our website at www.luminadancecompany.co.uk/uniform All uniform can be purchased online by following the below link - <https://thedancewearstudio.com/collections/lumina-dance-company> The password to enter the online uniform shop is – LDC23 Once purchased, uniform should be worn at all times and specific to the dance genre your child is attending.

Photography

When signing our enrolment form, you are asked if you give permission for your child to have their photo taken throughout class this is often used continually for marketing and advertising purposes. Our annual dance show is also filmed and photographed. We really hope that you can agree to this but if for some reason you do not, please ensure you mark that you do not wish for us to take photos and speak with a member of our staff.

Please note every student that takes part in our shows, will be filmed.

Pupil Records

We endeavour to maintain accurate Pupil Contact Details therefore Parents should inform us of any change to their details as they occur especially changes to mobile numbers. All information is confidential. Parents should supply an up-to-date email address that they check regularly. This will ensure you do not miss out on important information. All changes can also be amended by customers on our class manager portal.

Misconduct

Pupils will be asked to leave without notice for any serious breach of the school's terms and conditions or for any other serious misconduct.

Contact information

If for any reason you need to get in touch with the dance school, please contact us via mobile on 07725991270, email: luminadancecompany@gmail.com or through The Lumina Dance Company Facebook or Instagram accounts. Please refrain from messaging on teachers personal social media accounts for work purposes whilst we all try's to keep a good work life balance for ourselves and our families – Thank you.

By enrolling my son/daughter into Lumina Dance Company I confirm that I accept the above terms and conditions

Dance & Cocktail Event T's & C's.

- Orders for Mocktail or Cocktail menu must be submitted 7 days prior to the event
- No changes to orders after this point including on the night - Please note our event is not a working bar, we are offering complimentary drinks that are planned in advanced.
- Please make Jemma or Millie aware of any allergens prior to the event
- Please make Jemma or Millie aware of any injuries prior to the event.
- Please make Jemma or Millie aware if you wish to **not** be photographed or filmed.
- Any cancellations will not be subject to a full refund. If 48 hours notice or more is given, customers will be offered a £15 credit voucher to put forward onto our next event. 48hrs notice or less will not be subject to a credit or refund.
- Please drink responsibly, anyone who appears to be highly intoxicated will be ask to leave. We want to provide a fun but save environment – therefore please respect our house rules.