

TERMS AND CONDITIONS

This is part of your agreement when joining Chesterfield Studios. Membership is open to all, subject to the following conditions:

- Chesterfield Studios accepts no responsibility for loss or damage of personal belongings while on the premises.
- Chesterfield Studios accepts no liability for any injuries sustained whilst participating in a class or on the premises.
- Chesterfield Studios 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. Children under the age of 16 are not able to leave the building without prior parental written consent. Toilet breaks will be supervised where necessary 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.

Please note that under no circumstances are pets allowed on school premises due to Health and Safety reasons.

Shows:

Chesterfield Studios aims to mount regular ticketed performances for participants. Parents/carers are not permitted to observe classes 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). Chesterfield Studios provides costumes and props for shows where possible, but parents may be asked to provide basic accessories and basic costume if required. Where performances go beyond a simple showcase, a performance fee may be required to cover costs.

Emergency contact number:

Chesterfield Studios emergency mobile phone is kept with the Duty Manager. The number will be given out upon registration and must only be used if there are problems regarding the collection of children. Do not ring the office as there may not be anyone there.

Food:

Chewing gum and fizzy drinks are strictly forbidden in teaching spaces. No food is to be eaten in teaching spaces unless express permission is given by the teacher.

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:

Students must not wear their school uniform to any class. Chesterfield Studios clothing gives a sense of belonging, allowing all to feel equal, healthy and safe.

- All t-shirts, shoes and bags must be clearly labelled – lost property is donated to charity at the end of every term.
- Strictly no jewellery – no earrings (earrings are very unsafe during physical activity).
- Hair must be tied back from the face for all classes.

Most Chesterfield Studios Classes:

- Top: Chesterfield Studios T-shirt must be worn by all students.
- Bottom: Tracksuit bottoms or leggings must be worn. No jeans or trousers, skirts or dresses are to be worn to any class.
- Shoes: Black soft plimsolls (like those worn for school gym lessons) or black jazz shoes are to be worn. Strictly no crocs or sandals are allowed.

Attendance:

Students 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 will have to wait outside until an appropriate time to join the class. Children arriving after 15 minutes may be refused admission, as this may disrupt the professional attitude to classes we aim to foster.

Where possible Chesterfield Studios will aim to let people know of any changes in class time at least one week ahead of schedule.

GDPR:

Chesterfield Studios often use footage and photos used from shows, performances and classes for marketing purposes both in print media and the website. Participants/their Parent and/or Guardians may choose if they do not wish themselves/their child to be depicted.

Some attendees at events may film or take photos for their own personal use (e.g. parents of other participants). Participants/their Parent and/or Guardians may choose if they do not wish themselves/their child to be depicted.

Social Media:

Chesterfield Studios regularly share photos/videos of students in workshops, events and performances through social media platforms including; Instagram, Facebook, Twitter, Email. These will never be shared with any identifying information (age, location etc.). There may be times where we will share first names, but only with the explicit consent of the parents.

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 many have long waiting lists, so good attendance and commitment to the course is essential.

Illness/Injury:

Parents are not to allow their child to attend Chesterfield Studios if they are feeling unwell or have a known injury which would prevent a student from fully taking part.

This includes presenting any contagious illness including (but not limited to): Chicken Pox, Head Lice, Common Cold, Flu and, as of March 2020, symptoms of COVID-19.

COVID-19: Parents are expected to follow government advice in relation to when to self-isolate. You must comply with the Health Self-Declaration notice before entering the building.

Refunds will only be given in the event of illness or injury preventing attendance at classes for a sustained period of time at the Artistic Director's discretion.

Child Collection:

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 the Duty Manager who will contact the parent/guardian.
- If the Duty Manager is not available, contact a member of the directorate.
- If none of the above is 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 Chesterfield Studios 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. This will be Beetwell Street, Chesterfield S40 1QP. Telephone 101. Inform the police of all contact details for the parent/guardian and notify the entire Chesterfield Studios Management Team as above. Leave a message for the parent/guardian to say where the child will be.

Booking:

Chesterfield Studios does not provide drop-in classes for children and young people on any 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 Chesterfield Studios management team. All students are managed via loveadmin.com and all student details must be entered into the user account before a student can be enrolled into a program.

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.

Payments

A direct debit instruction must be received in advance to confirm a place. Payments are then made monthly in advance and taken on or around the 26th of the month. Payment is not accepted in any other way.

Non-payment

If payment is outstanding, Chesterfield Studios 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.

Chesterfield Studios may share data with debt collection agencies in order to re-coup monies owed.

Cancellation

If a place is cancelled, a minimum of six weeks notice should be given. Customers must pay any outstanding fees.

Where a customer withdraws a student during a show rehearsal and performance fees have been paid, the following system will apply:

- Withdrawal from show rehearsals within one month of performance – no refund of performance fees
- Withdrawal from show rehearsals within two months of performance – 50% refund of performance fees
- Withdrawal from show rehearsals within three months of performance – 100% refund of performance fees

If costumes have been specifically made for students to participate in performances, and monies have been paid for them in advance – no refund will be given in the event of a cancellation due to circumstances beyond Chesterfield Studios control.

Occasionally some courses may be cancelled due to circumstances beyond Chesterfield Studios 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.

Chesterfield Studios reserves the right to cancel a course if there are fewer than seven 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, Chesterfield Studios will view this class as postponed and will reschedule.

LOCALISED LOCKDOWNS and PANDEMICS:

If Chesterfield Studios 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 Test and Trace (or equivalent service) classes will be provided to the student via video conferencing software. If the student is unwell and cannot take part, a refund for missed sessions will be made in the form of credit to be held by Chesterfield Studios

Refunds

Chesterfield Studios cannot offer a refund if you do not attend courses. A full refund will be given if the chosen workshop date/course is fully booked on receipt of payment.

Holiday courses are non-refundable.