



ELLEN ELPHICK DANCE ACADEMY

FEES POLICY

- Fees are payable in advance on, or before the first day of each term or the start of a short course or summer school.
- Invoices and fees will be emailed from the principal, a minimum of 2 weeks before each term is due to start.
- No student is allowed to attend classes before the fees have been paid.
- Should a student start part way through the term, they will only be billed for the classes from when they started attending.
- It is preferred that fees are paid directly and electronically to 'EEDA' at:

Sort code: Account Number: Reference: students name and class

- Payments may also be payable by cheque to 'Ellen Elphick Dance Academy' or by cash.
- If cash is paid and email receipt will be sent within 5 working days.
- Families unable to make payments within the timeline, must discuss payment plans with the principal before term begins.
- If payment is overdue the Academy reserves the right not to teach the student until payment is settled. A surcharge of 10% will be added on payment overdue by an excess of 30 days.
- Fees are not refundable or transferable between students.
- A half terms notice period is required in writing if their child no longer wishes to continue at the Academy.
- Money is not refunded for missed classes.
- Should an emergency occur resulting in a cancelled class or change of venue, an alternative class will be offered as soon as possible.
- Should additional classes be required in the preparation for exams, these will be charged at the usual rate for each class.

All fees are listed on the website TERM DATES AND FEES section.

ANTI-BULLYING

- Students have the right to be able to learn to dance in a supportive and caring environment, feeling safe and without the fear of being bullied.
- Any suggestion of bullying will be investigated by the principal and appropriate action will be taken to ensure the continued learning of all students.

COMPLAINTS POLICY

- If you have any concerns about any aspect of Ellen Elphick Dance Academy, please contact the principal as soon as possible.
- Each complaint will be taken seriously, and action will be taken to resolve it.
- Each complaint will be dealt with promptly and politely. This may be via email, telephone or conversation.

