



RTDA

Payment and Cancellation Policy

September 2020

Review date: January 2021

1 Cancellation Clauses:

In the event that your dancer cannot attend class once confirmation of place has been made for whatever reason (unless detailed in our exemption clause) the following will apply:

- i. There will be no fee if notice of cancellation is made 48 hours prior to class as this will allow time for activation of the waiting list.
- ii. If notice is given after 48 hrs but by 6pm on the day prior to class a £5 per class fee will be charged if this place can not be filled from the waiting list. This charge must be paid online prior to booking for the next class or in cash upon arrival at next class.
- iii. If notice is given after 6pm on the day prior to class, the fee of £7.50 per class be charged as time will not allow for activation of the waiting list. This charge must be paid online prior to booking for the next class or in cash upon arrival at next class.

2 Payment Clauses:

- i. Please do not pay monthly fees or any fees in advance, we can longer accept credit for classes as at this point in time, there may be the need to cancel classes at short notice due to COVID-19 so please ensure payments are only paid weekly upon confirmation of a place.
- ii. Fees must be paid, preferably online, within **24hrs** of confirmation of attendance on the Family Facebook page, payments not received by this time will result in your dancer's place being offered to one on the waiting list.
- iii. If you are paying cash on the day whether for classes or cancellation fee, this must be handed by your dancer UPON ARRIVAL to class with the **correct amount** in a **named envelope**, **NO CHANGE WILL BE AVAILABLE. NO EXCEPTIONS WILL BE MADE.** Your dancer will not be permitted to enter the studio unless appropriate payment has been made. Cheques are not accepted at this time.
- iv. If you are paying for siblings in different classes in one envelope, please ensure fees arrive with your dancer who has classes first.

3 Exemptions Clauses *(if fees for classes have already been paid they will carry over to the next class attended).*

- i. Positive test of COVID-19 for dancer or member of the family household.
- ii. Last minute forced isolation from school due to a positive COVID 19 case in school bubble.
- iii. Family Bereavement.
- iv. RTDA cancellation of classes.