Terms and Conditions

September 2026

1. **Enrolment:** New students will be offered a class/es at the direction of Relevé School of Ballet (RSOB). Students are enrolled in a class on an ongoing termly basis. Requests to change class must be made in writing (email office@releveschoolofballet.co.uk) and are at the discretion of Relevé School of Ballet. Timetable changes or changes to a student's class will be communicated by email from the School office.
2. **Tuition fees:** Tuition fees must be paid by the date stated on the invoice issued by email (no-reply@app.classmanager.com). Payments should be made by direct bank transfer to the account details stated on the invoice, using the invoice reference as the payment reference. Where fees remain unpaid after the due date, RSOB reserves the right to suspend the student's attendance until all outstanding fees have been paid. RSOB may charge reasonable interest on overdue payments, to the extent permitted by law. RSOB may also seek reasonable costs incurred in recovering overdue payments where permitted by law. Outstanding fees remain payable regardless of whether the student attends classes during any period of suspension resulting from non-payment, subject to any applicable consumer rights.
3. **Additional Fees:** Additional fees, including uniform, costumes, examination fees, private coaching and performance-related costs, are payable by the date stated on the relevant invoice. Items purchased from RSOB may be exchanged or returned within 14 days where unused, unworn and in their original packaging, subject to applicable consumer rights. Faulty items should be reported to RSOB promptly.
4. **Cancellation by You:** To withdraw from a regular class for the following term, RSOB requires at least half a term's written notice by email to office@releveschoolofballet.co.uk. RSOB reserves the right to charge a full term's fees where insufficient notice is given. Cancellation and refund arrangements for holiday workshops, examinations, class awards,private lessons and school performances will be stated in the relevant booking or information provided by the School. Where a student withdraws for medical reasons, any refund remains subject to the applicable terms and, where relevant, the discretion of the School Principal.
5. **Cancellation by Relevé School of Ballet:** Where RSOB is unable to provide a class, RSOB may offer a suitable replacement class. Where no suitable replacement can be offered, or RSOB terminates a class, RSOB will provide an appropriate refund or credit in accordance with these Terms & Conditions and applicable consumer law. Nothing in this clause affects any legal rights or remedies that cannot lawfully be excluded or limited.
6. **Termination:** If a student or parent/guardian materially breaches these *Terms & Conditions* or the *School Policies*, RSOB reserves the right to suspend or terminate the student's enrolment. Where enrolment is terminated for breach, the student will not be permitted to participate in further classes and fees already paid will not normally be refundable. Any outstanding fees remain due.
7. **Uniform & Presentation:** You acknowledge that it is compulsory to wear RSOB school uniform, including appropriate footwear to every class. Grade 1 and above students should wear their hair in a classical ballet bun. Where hair is too short for a bun, it should be secured neatly away from the face.
8. **Attendance Commitment:** Regular attendance, punctuality, effort and commitment are important to a student's progress. Students arriving more than 10 minutes late may be unable to participate where the teacher considers that it would be unsafe or inappropriate due to missed warm-up or preparation. A student may be permitted to observe at the teacher's discretion. Missed classes are not refundable and may not be substituted with another class without prior permission from RSOB. Attendance and preparation may be taken into consideration when determining readiness for examinations, class awards, performances and progression. Where attendance or preparation is insufficient, RSOB may decide that a student is not ready to participate in an examination, class award or performance.
9. **Syllabus and Method:** Classes are taught in accordance with The Royal Academy of Dance syllabus by suitable teachers. RSOB reserves the right to make substitutions and/or change the teachers where it considers necessary or appropriate to do so, at its discretion, but will ensure that any replacement teacher will have a similar level of experience and skills to the individual replaced.
10. **Physical Contact:** Physical contact may be used where appropriate for teaching, correction, demonstration, choreography or safety. RSOB follows the *Appropriate Physical Contact in Dance Policy*, which sets out the principles and expectations governing physical contact between teachers and students.
11. **RAD Examinations & Class Awards:** RAD examination entry is at the discretion of RSOB, as laid out in the *Progression & Examinations Policy*. Students will normally be entered when the teacher considers them sufficiently prepared, technically secure and able to approach the examination confidently. Where

a student is capable of achieving the required standard but would benefit from additional training time to consolidate technique, understanding or confidence, RSOB may defer examination entry to a later session. Examinations are not compulsory for progression into the next grade. Where appropriate, RSOB may offer a Class Award to recognise a student's progress and achievement where an RAD examination is not considered the most appropriate assessment at that stage. The decision to offer a Class Award remains at the School's discretion. Students transferring from another ballet school may be asked to provide evidence of their most recent examination certificate, where applicable.

12. **Training at Other Ballet Schools:** Students enrolled at Relevé School of Ballet are not permitted to undertake regular ballet training at another ballet school or attend additional ballet classes elsewhere without the express prior permission of the School Principal. Parents/guardians must notify the School before arranging any additional ballet training elsewhere. Where permission is requested, RSOB may consider the potential impact of additional training on the student's technique, attendance, workload, examination preparation, progression and overall wellbeing. Students found to be undertaking ballet training elsewhere without the required permission may be subject to suspension or termination of their enrolment.
13. **Security and Heath & Safety:** Students and parents/guardians must comply with venue-specific rules and all reasonable health, safety and security instructions issued by RSOB or the relevant venue. Students are expected to follow appropriate instruction and safety guidance.
14. **Health, Injury & Fitness to Participate:** Parents/guardians are responsible for informing RSOB of any relevant medical condition, injury, illness or other circumstance that may affect a student's ability to participate safely. Parents/guardians should notify the teacher before class if their child is unwell or injured. The teacher may, at their discretion, restrict or prohibit participation where they consider this necessary for the student's safety or wellbeing.
15. **Risks:** Ballet and dance are physical activities and, as with any physical activity, there is a risk of injury. Students are expected to follow their teacher's instructions and the School's health and safety requirements.
16. **Medical Information:** Parents/guardians must provide accurate and relevant medical information and keep RSOB informed of any material change that may affect a student's participation or safety. Personal data, including health information, will be processed in accordance with applicable UK data protection legislation and the School's *Privacy & Data Protection Policy.*
17. **Medical Assistance:** Parents/guardians authorise appropriately trained RSOB staff to provide first aid where reasonably necessary. In an emergency, RSOB may contact emergency services and provide relevant information to medical professionals where necessary to protect the student's health or safety.
18. **Medical and Transport Expenses:** Parents/guardians remain responsible for medical, treatment or transport expenses incurred for their child, except where such expenses arise from circumstances for which RSOB is legally responsible.
19. **Insurance:** RSOB does not provide personal accident or medical insurance for students. Parents/guardians are responsible for making any insurance arrangements they consider appropriate.
20. **Data Protection:** RSOB collects and processes personal information in accordance with applicable UK data protection legislation and the School's *Privacy & Data Protection Policy.*
21. **Photography & Videography:** Prior permission as per the Photography & Videography Policy before RSOB, or any party approved by RSOB, may film, photograph or otherwise records your child's performance in a class/examination/show. Parents/guardians are responsible for keeping their child's photography and videography preference up to date through the School's parent portal (via Class Manager). Photography, filming and other recording at Relevé are governed by the *Mobile Devices, Photography & Videography Policy.* Photography and filming by parents, students, visitors or other individuals is not permitted during ordinary classes unless specifically authorised by the School. Photography or filming is never permitted in changing rooms, toilets or other areas where students may be changing or undressed.
22. **Complaints & Concerns:** Parents and students are encouraged to raise concerns with the School so that they can be addressed promptly. In the first instance, concerns should normally be raised informally with the School office. Parents and students should email office@releveschoolofballet.co.uk to explain their concern or to arrange a suitable time to discuss the matter. Parents should not attempt to resolve complaints, concerns or placement disputes with teachers immediately before, during or immediately after a class where this would interfere with teaching, supervision or the smooth running of the School. Where a concern cannot be resolved informally, or where the circumstances warrant a formal complaint, the matter may be progressed in accordance with the School's *Complaints Policy.*
23. **Warranties:** The parent/guardian warrants that they are entitled to enter into these Terms & Conditions on behalf of the student where the student is under 18.
24. **Liability and Limitation of Liability:**

24.1. Nothing in these Terms & Conditions excludes or restricts any liability or legal right that cannot lawfully be excluded or restricted, including liability for death or personal injury resulting from negligence, or liability for fraud or fraudulent misrepresentation.
24.2. Nothing in these Terms & Conditions affects the statutory rights and remedies available to consumers under applicable law.

24.3. Subject to clauses 24.1 and 24.2, RSOB will be responsible for loss or damage only to the extent that RSOB is legally responsible for that loss or damage.
24.4. RSOB will not be responsible for loss of or damage to personal belongings brought onto School or venue premises, except to the extent that RSOB is legally responsible for such loss or damage.
24.5. Nothing in these Terms & Conditions requires a parent, guardian or student to accept a risk or waive a legal right that cannot lawfully be excluded or limited.

25. **Survival:** Any provision of these Terms & Conditions which is intended by its nature to continue after the termination or expiry of the agreement will continue to apply to the extent necessary to give effect to that provision.
26. **No Partnership or Employment:** Nothing in these Terms & Conditions is intended to, or shall, create a partnership, joint venture or relationship of employment between RSOB and the parent, guardian or student.
27. **Severability:** If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, that provision shall be treated as modified or, where necessary, removed to the minimum extent required to make it valid and enforceable, without affecting the validity or enforceability of the remaining provisions.
28. **Force Majeure:** RSOB will not be in breach of these Terms & Conditions, or otherwise liable for any failure or delay in performing an obligation, to the extent that the failure or delay results from an event or circumstance beyond RSOB's reasonable control. Where such an event occurs, RSOB will take reasonable steps to minimise the impact on students and, where reasonably practicable, will provide an alternative class, rearrange the affected provision or offer an appropriate refund or credit where applicable under these Terms & Conditions.
29. **Entire Agreement:** These Terms & Conditions, together with any documents expressly referred to in them, set out the agreement between the parent or guardian and RSOB in relation to the provision of classes and services. Any variation to these Terms & Conditions must be agreed in writing by RSOB and the parent or guardian, except where RSOB is entitled to make a change under these Terms & Conditions or where a change is required by law.
30. **Governing Law:** These Terms & Conditions and any dispute or claim arising from or in connection with them are governed by the law of England and Wales. The courts of England and Wales shall have jurisdiction, subject to any mandatory rights a consumer may have to bring proceedings in another jurisdiction or to rely on any other rights provided by applicable law.