



TERMS AND CONDITIONS

By completing registration and attending Zenzero Performing Arts School classes you are agreeing to these terms and conditions. The terms and conditions are put in place to maximise the enjoyment and development during every class, event or production. If you have any questions relating to the terms and conditions, or indeed any aspect of Zenzero Performing Arts School, please contact Hannah Carter (Principal).

Registration

1. A registration form must be completed for all new students before attending a free trial at Zenzero Performing Arts School.
2. No classes after the free trial can be attended without prior payment being received. A course of lessons must be paid for in advance of the first class and the student's place will only be confirmed when full payment has been received

Fee Payment

1. Fees are payable in full at the end of each half term to reserve your place in the class for the next half term. Fees must be received before the new half term starts other wise you risk losing your child's place in the class. The dates of each 'term' and due dates of invoices are defined on the invoice you will receive.
2. There are no refunds if a student is absent from class for any reason including illness and holiday.
3. Refunds for half term fees may only be issued if notice is given before the half term starts. No refunds will be given after a half term has begun.
4. All weekly and monthly (and all other arrangements) payments must be completed once the half term has begun. Cancellation of scheduled payments may not happen after the half term has begun.
5. We make every effort possible not to cancel classes. If a cancelation must occur due to weather or instructor illness, the class will be made up. On rare occasions, and if a make-up is deemed impossible, tuition credit may be given at the discretion of Zenzero Performing Arts School. Tuition credit is not given when a make-up class is offered.

Class Conduct

1. Parents are not permitted to watch classes except in exceptional circumstances at the discretion of the class teacher. Such circumstances should be discussed with the class teacher prior to the class.
2. Students are expected to demonstrate respectful behaviour towards their teacher and fellow students. Students in attendance at our classes are asked to be civil and courteous to other members at all times. Should a student become abusive, violent or disruptive, it is at the discretion of our teachers to ask that student to leave the room, and if necessary, to vacate the premises.
3. Students are not permitted to eat or chew gum whilst in class. Food may only be eaten during assigned breaks. A named water bottle is allowed at all times.
4. Students are responsible for their own property and bring items at their own risk. Uniform must be named. All property is the responsibility of the student attending classes and Zenzero Performing Arts School can not be liable for any lost or damaged belongings.
5. Students are not permitted to use mobile phones during class. Any mobile phones brought into the class must only be used during assigned breaks.
6. Students are not permitted to leave the premises during class without permission from the class teacher.
7. Students are expected to wear correct uniform for all classes.

Responsibilities

1. Parents/Guardians must ensure that they bring their children into the building when they drop off.
2. Dropping from the car is not permitted as the building can sometimes be open but not responsible adults available.
3. Leaving students alone outside the studio is not permitted as the building can sometimes be open but not responsible adults available.
4. Parents/Guardians must ensure they only leave their children in the care of members of staff over the age of 18 - it is not permitted for students to be in the sole care of staff who are under 18.
5. The only exception to the above four points is for students who drive themselves to class.
6. It is the Parents/Guardians responsibility to inform Zenzero Performing Arts School of any changes regarding the students medical conditions or emergency contact details.
7. Students are left in the class under the supervision of their teacher however the guardian must keep their mobile phones accessible. It is very important that we have contact details of both parents or guardian responsible for each student. Please inform us of any changes in contact details or of alternative contact details of the person responsible for your child.
8. Please arrive no earlier than 10 minutes before the start time of your class as we cannot guarantee access to the premises. Once your allocated class time has finished, it is necessary to vacate the premises swiftly so the premises can be cleaned and prepared for the next class. All pupils must have vacated the premises

no more than 10 minutes after the finish time of their class. Please make the person responsible for your child aware of the arrival and departure times, if you will not be in attendance.

Miscellaneous

1. The school timetable may be revised at any time.
2. A certain amount of risk is involved by taking part in any physical activity. Students taking part in any classes or events run by Zenzero Performing Arts School do so at their own risk.
3. Parents should be aware that due to the nature of our classes it is necessary for the teacher to have physical contact with the children from time to time. If you would prefer a teacher not to have any physical contact with your child please notify your a member of our team in writing prior to your first class.
4. We have Public Liability Insurance to include accidental injury to any person or property caused in connection with the Business. One member of staff will have attended a First Aid Awareness Course or have a First Aid qualification. Copies of qualifications and DBS checks are available upon request.
5. Pupils may on occasions be photographed or filmed during class, events and performances. By taking part in Zenzero Performing Arts School activities you are agreeing to this happening unless you have otherwise informed the school in writing. Please avoid taking photos of your child if another student can be seen in the photo and remember that not everyone is happy with their child being on social media or photographed at all.
6. All personal information held by Zenzero Performing Arts School is treated as private and confidential and used solely by us and will not be disclosed or passed on. Under the Data Protection Act 1988, private customers have the right to see personal information held about them. If you wish to exercise this right, or have other related queries, please contact us.
7. It is our intention to provide you with a high level of customer service at all times, however, if you are dissatisfied with the level of service, please contact us.
8. The suitable ages for the Zenzero Performing Arts School syllabus and levels has been determined by our Principal. Your child will be put in the most suitable class for their age and/or ability. Guardians do not exercise the right to move children in to different classes without the prior consent of our Principal. Please note that your teacher wants each and every student to progress at a suitable pace and their decision on which class to allocate your child to must be respected and adhered to.