

## NEVERLAND STUDIOS - TERMS AND CONDITIONS

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### FEES POLICY

- Fees are payable strictly in advance prior to the term commencing to secure a place in a class.
- If you have not paid your fees or attended class by week 3 of the term your enrolment will be cancelled.
- All statutory holidays are observed and fees have been calculated over the year.
- Make up classes will be offered when classes fall on a public holiday.
- No refunds are given for missed classes due to overseas trips, family holidays or birthdays etc. refunds may be granted due to illness, injury or bereavement only. Medical certificates may be requested.
- There will be no refund of term fees if a student leaves a class after the first 3 weeks of attendance.
- If you decide to pull out of a class before your third lesson you will only be charged for the weeks that you were enrolled,
- Changing classes at any time will not incur any charges unless there is a discrepancy in the term fee.
- Your enrolment will not be processed if you have an outstanding balance on your account from a previous year or term.

#### CLASSES AND WAITING LISTS

- All classes have a maximum number of students. If this number is reached, a waiting list will begin for new enrolments into the class. If you are added to a waiting list you will be contacted when a space becomes available for you. There will be no fees charged for being on a waiting list.

#### PHOTOS AND DIGITAL DISPLAYS

- A screen in the North Studio foyer will be displaying the classes in studio 2 and 3. Please be aware that these images are not being recorded and will not be used for any other purpose. Agreeing to these terms means you understand and are happy for you or your child's image to be projected in the foyer.
- Neverland employs professional photographers/videographers to take photos/videos throughout the year. Photos/videos throughout the year may be added to the Neverland Facebook or Instagram page, please make the office aware if you or your child wishes to not be in photos/videos. Some of these photos/videos will be offered to you for purchase.

#### UNIFORM POLICY

- Uniform is compulsory for all classes and must be worn by the third class students attend. If uniform is not worn after this time, students can be denied entry into the class.
- Continually attending class not in uniform could jeopardise your place in your class.
- Correct uniform must be worn for each genre - i.e. students are not allowed to wear jazz uniform in a hip-hop class.

#### CREWS AND TROUPES

- Crews and Troupes are by audition or invite only.
- Crew and Troupe term fees are not included in the unlimited payment scheme.
- Crews and Troupes are often required for extra weekend/holiday rehearsals or events.
- For more information refer to the Neverland Extend information.

#### EXAM POLICY

- No student is guaranteed a place in an exam.
- A nomination for an exam is based on the assumption that the student will fully commit to exam preparation.
- If classes are missed this could jeopardise a student's place in an exam.
- Students can be pulled out of an exam at any time at their teachers' discretion, this is a last resort and parents will be alerted to this possibility before a decision is made.
- Certain syllabus classes require a minimum number of classes that must be attended (Grade 1 Ballet and above, Development 1 Jazz and above)
- Late exam entries will incur a penalty fee.
- Every student should have their correct exam uniform appropriate to their level from the beginning of the year.

#### SHOW POLICY

- Taking part in the end of year show is not compulsory although is highly recommended as it is the highlight of the year.
- A show costume fee will be included in your term 4 fees. This fee is incurred per dance that the student participates in but is capped at a certain level. This fee is a contribution towards sewing, purchasing, laundering, storage and handling of costumes. You do not get to keep your show costume.
- A show participation fee per family will be included in your term 4 fees - included in this fee is a free copy of the show.

- Attendance at show rehearsals is compulsory if performing in the show.
- During the show period, studio rehearsals and theatre week, there are no normal timetabled classes; please refer to your cast list.
- If classes are missed this could jeopardise your place in your show dance. Please be clear with your teacher if you are unable to attend classes for any reason.