

TERMS AND CONDITIONS



1) REGISTRATION AND DEPOSIT

- a) Registration fee of \$50 per student is due upon enrolment.
- b) Registration fees are non-refundable.
- c) **Security deposit:** Upon registration, the academy requires a security deposit based on 4 weeks of lessons. This deposit is not refunded upon receiving the notice of withdrawal, instead it will be used to offset the fees billed for the last month of classes. Should a client register for additional classes a corresponding security deposit will be collected. Should a client reduce their current number of classes (single class withdrawal), the security deposit for the corresponding class will be used to offset the last billable month of said class.

2) FEES

- a) Tuition fees are charged on a monthly basis at the beginning of each month. Payment will be automatically deducted from your customer account on a monthly basis through Visa, Mastercard, or American Express credit cards.
- b) Fees are NON-REFUNDABLE, however we do consider the following exceptional circumstances:
 - When student sustains an injury that does not permit them to participate over an extended period of time, the remaining course fee credit can be put on hold for a maximum period of 6 months, after verification of supporting medical certificate, and subject to class availability. If the injury justifies permanent withdrawal, the remaining course fee credit will be surrendered and the deposit will be refunded.
 - If the Academy cancels a class with insufficient registration (full refund).
- c) Credit will not be given for missed classes due to illness, school trips, holidays or personal commitments.
- d) If a class is cancelled due to sickness of the teacher, a health epidemic or any other foreseen or unforeseen event, the Academy will endeavor to reschedule the class. This may be on a different day or a different time or might involve exceptionally running a class on a public holiday. No refunds will be given in this case.
- e) **Public Holiday:** There will be no lessons conducted on gazetted public holidays. Class fees will not be charged for the corresponding days.
- f) **Proration of Fees:** fees will not be prorated (only the very first billing cycle may be charged as a partial month): once a slot is booked, fees are charged on the basis of full month minus public holidays. Families that need time off for their overseas travel planning or to focus on examination may put lessons on hold without incurring any penalties: once a year (Jan to Dec) and for a maximum period of four weeks consecutively (strictly). The slot will be kept for this student. Please understand that this has a cost to the academy and no exemptions will be made for more than one pause in a year or for a longer period. Should students need to stop their lessons for more than 4 weeks, they can submit a withdrawal notice. The academy will not save a class slot.
- g) **Missed lessons:** For group lessons, students are eligible for up to one make up per month for a missed lesson. Replacements must take place in another class within the month of absence or the following month, and are subject to class availability.
- h) **Refund:** All That Jazz has a strict no refund policy. Once a new cycle has been billed, you are entitled to the remaining lessons (rest of the cycle and deposit).

3) PAYMENTS

- a) Invoices must be settled by automated debit on the first of each month.
- b) Clients must save their card details in "Auto-Pay" via the parent portal or with the help of our admin staff. Note that we do not store bank information, payments are processed via Stripe's secured platform (more details at <https://stripe.com/docs/security/stripe>)
- c) In case the auto-payment is rejected, it has to be addressed by the 7th of the corresponding

month. A \$20 late fee will be automatically assessed for fees received after this date.

- d) If any fees remain outstanding after the 7th of each month, the academy reserves the right to ask participants to leave the class.

4) NOTICE OF WITHDRAWAL

- a) **Withdrawal:** Once enrolled, your child is enrolled on a continuous basis until a withdrawal notice has been logged. Such notice can be given in writing latest by the 25th of any given month. The effective date of the withdrawal will be the last class of the following month. The last month of lessons will be billed and the security deposit will be used to offset these charges. I.e., if I give notice at any date within a given month, I will finish my current month cycle plus one month. Only written notice of withdrawal to admin@allthatjazz.com.sg will be considered. Informing an instructor or staff of intent to withdraw or not attend classes, does not constitute a withdrawal from classes.
- b) Should a student wish to re-enrol later on, the registration fees will be applied and deposit will be collected.
- c) **Termination:** All That Jazz reserves the right to dismiss a student due to frequent absences, disciplinary reasons, overdue tuition payments or non-compliance with policies and procedures listed here. In such cases, no fee refunds will be given.

5) INJURY/INSURANCE

- a) Students with an existing injury must notify the academy when registering, and attend classes at their own risk.
- b) Parents, legal guardians of minor students, and adult students waive the right to any legal action for any injury sustained on school property resulting from normal class activity or any other activity conducted by the students before, during, or after class.
- c) All That Jazz Dance Academy does not carry medical insurance for its students. It is required that all dance students be covered by their own family insurance policies. And if injury occurs it is understood that the participant's own policy is their only source of reimbursement.

6) RECITALS

- a) Performance participation for our annual recital is open to all and is optional.
- b) There are strictly no refunds for recital registration fee, costumes or tickets once we receive your written confirmation of participation.
- c) In fairness to their classmates, recital participants who miss three consecutive lessons in a row must book private lessons at their own costs to catch up on missed choreography.

7) EXAMS

- a) Students are assessed throughout the year for exams.
- b) Students are selected for examinations solely at the discretion of the teacher and approval from the principal, students are then invited to participate in the exams.
- c) Exams are optional.

8) UPGRADES

- a) Children will be assessed for upgrades twice a year based on their age, as well as their readiness for the next level. Readiness will be assessed solely at the discretion of the teacher and approval from the principal or via examination when applicable.
- b) The upgrade periods are defined as January and August, and parents are normally informed and given class options one month prior to moving up (i.e., December or July).

9) SCHEDULE & CLASS CHANGES

- a) The Academy reserves the right to alter the advertised program and/or teacher without prior notice. The information on this page and other printed or electronic brochures/notices is correct at the time of print or posting.
- b) Students wishing to make a class change must first obtain approval from the teacher/director.

10) SUBSTITUTION

- a) The Academy reserves the right to provide a substitute teacher if the regularly scheduled teacher is ill or otherwise unable to teach classes without prior notice.

11) PRIVATE LESSON

- a) For private lessons/coaching there will be no make up for any cancellation of lesson by students unless sufficient notice has been given (24 hours minimum) with supporting

documents such as a Medical Certificate. The make up will be arranged at the discretion of management and subject to the availability of teacher.

12) DISCOUNTS

- a) Where two or more family members attend classes, a 10% family discount will be applied. The discount will commence at the start of the next billing cycle provided at least two family members are still enrolled.

13) DRESS CODE

- a) All students must be appropriately dressed for class in correct studio uniform and correct footwear. It is MANDATORY for the safety and the overall well being of the student's dance education.
- b) All students must be appropriately groomed for class, with their hair tied back securely.
- c) An instructor reserves the right to dismiss a student from class after one warning. This policy must be respected, it is to benefit students and also to instill discipline and a sense of responsibility.
- d) Female students must have their hair in a bun with hair net and pins for every ballet and jazz class. Female students with short hair must secure it with a soft headband. Male students should have their hair off their face.
- e) No jewelry may be worn during class (earrings, watches, etc.)
- f) It is very important that all belongings are labeled.

14) STUDIO RULES

- a) No food or drinks of any kind are permitted in the dance studios.
- b) No outside shoes are to be worn in the dance studios.
- c) Class will be conducted with the doors closed.
- d) Students must arrive to class on time and be dance-ready.
- e) Attendance is taken at the beginning of each class.
- f) Parents/guardians of children under 5 years of age are responsible for their child's toilet breaks. Children should be going to the toilet before class. It is not the role of the academy or the administrators to bring them.
- g) Viewing a class may be scheduled with the teacher, and approved by the director. Only parents are allowed for scheduled private viewings.
- h) Parent Teacher meetings are set twice a year. Please look out for dates in our newsletter to book your slot.
- i) If a student is unable to dance, but is feeling well enough to attend class, we expect them to participate by observing so that they will retain key elements of class. Students who feel ill, have a fever, or are exhibiting "contagious" cold symptoms should stay home and rest. Cases of prolonged absence due to illness or injury should be discussed with the teacher.
- j) **Punctuality:** Students and parents must ensure they arrive on time for their lessons. Classes will start on time and end of time, and latecomers may disrupt class flow and concentration.

15) LOBBY RULES

- a) No students under 12 years of age are permitted to leave the academy's premises without an adult, unless permission has been given in writing.
- b) Please try to keep the lobby as quiet and clean as possible.
- c) Classes should not be interrupted while in session.
- d) We are not responsible for unsupervised children.
- e) The Academy is not responsible for any lost or damaged items.

16) DATA PROTECTION

- a) All That Jazz Dance Academy holds information about our customers to enable us to carry out our business as a dance school. The information includes the contact details supplied to us and may also include information on examiners, courses and students' records.
- b) The academy will not disclose your information to third parties except where the law allows or requires, or where you have given your permission to do so.

17) RELEASE OF LIABILITY

- a) As the legal parent or guardian, I release and hold harmless All That Jazz Dance Academy, its owners and operators from any and all liability, claims, demands, and causes of action whatsoever, arising out of or related to any loss, damage, or injury, including death, that may be sustained by the participant and/or the undersigned, while in or upon the premises or in

route to or from any of said premises.

- b) I understand that appropriate physical contact is required during the instruction of dance, and I give permission for instructors to make appropriate physical contact with me or my child for such instruction.

18) MEDICAL EMERGENCIES

- a) As the legal parent or guardian, I give permission to All That Jazz Dance Academy, its owners and operators to seek medical treatment for the participant in the event they are not able to reach a parent or guardian.
- b) I hereby declare that I have informed the Academy in writing of any physical/mental problems, restrictions, or conditions and/or declare the participant to be in good physical and mental health.

19) PHOTO/VIDEO RELEASE AND AGREEMENT

- a) It is understood that All That Jazz Dance Academy reserves the right to use any photography and/or videography of students' performances for purposes of advertising and promoting the studio.
- b) I give permission for All That Jazz Dance Academy to take photos and videos of me or my child while participating in All That Jazz Dance Academy dance classes and activities for promotional purposes.
- c) All ownership (including copyright) as well as all other rights, title and interest in and to the photography and videography shall belong exclusively to All That Jazz Dance Academy Pte Ltd.

20) CHANGES TO THE TERMS AND CONDITIONS

- a) The academy reserves the right to change and modify these terms and conditions.

21) AGREEMENT TO THE TERMS AND CONDITIONS

- a) Terms and conditions must be accepted with appended signature of the parent and/or guardian.
By enrolling yourself or students in the school, parents and guardians of students attending classes are taken to have accepted the Terms and Conditions.