

STEPPIN' OUT ACADEMY OF PERFORMANCE (SOAP LLP) TERMS & CONDITIONS

For the purpose of this document, 'Steppin' Out Academy of Performance LLP' shall be referred to as: SOAP LLP.

Please take your time to read the following Terms & Conditions. It is very important that you understand these before signing at the end of the document and completing the attached Registration Form.

1. REGISTRATION

- a. The Registration Form and these Terms and Conditions must be completed and signed by at least one parent/carer.
- b. The completed Registration Form signed Terms and Conditions, Registration Fee, and Direct Debit (DDR) mandate (via GoCardless) must be submitted on or before the student's first official lesson following their trial lesson.
- c. Once registration has been completed, any subsequent cancellation will be subject to the Cancellation Fee and notice period set out in the "Leaving SOAP LLP" section of these Terms and Conditions.

2. ON JOINING

By signing these Terms and Conditions, you acknowledge that you have read, understood, and agree to be bound by them. You further acknowledge that your child's continued attendance at SOAP LLP and your continued payment of fees constitute ongoing acceptance of these Terms and Conditions and any amendments made in accordance with them. In particular:

- Parents/carers must disclose any medical conditions, allergies, injuries, medication requirements, or other health-related information that may affect a student's participation, safety, or wellbeing. This information must be provided upon registration and updated promptly whenever circumstances change.
- Parents/carers are encouraged to disclose any learning difficulties, additional educational needs, disabilities, medical conditions, or other circumstances that may affect a student's participation, learning, or wellbeing. This enables SOAP LLP to provide appropriate support, make reasonable adjustments where possible, and create a positive learning environment for every student.
- All routine communication with SOAP LLP must be conducted via email. Notification of a student's absence may be made by text message, provided it is received before the scheduled class. Parents/carers are required to maintain an active Class Manager Parent Portal account and must ensure that all contact, medical, and emergency information remains accurate and up to date at all times.
- By signing these Terms and Conditions, you consent to receiving invoices, payment notifications, newsletters, timetables, show information, examination information, Academy updates, and other communications reasonably required for the administration and operation of SOAP LLP.
- By signing these Terms and Conditions, you consent to SOAP LLP collecting, storing, and processing personal information relating to you and your child for legitimate educational, administrative, safeguarding, examination, production, and business purposes. Such information may be held electronically and, where necessary, in hard-copy format, and will be stored securely in accordance with applicable data protection legislation and SOAP LLP's Privacy Policy.
- By signing these Terms and Conditions, you consent to the audio and visual recording of lessons, rehearsals, performances, workshops, masterclasses, and other SOAP LLP activities for educational, training, safeguarding, administrative, and promotional purposes. This consent extends to activities delivered by SOAP LLP staff, guest tutors, choreographers, workshop leaders, examiners, and other professionals engaged by the Academy.

- You acknowledge and accept that CCTV operates within SOAP LLP's premises for the purposes of safeguarding, health and safety, security, crime prevention, and the protection of students, parents/carers, staff, volunteers, visitors, and Academy property. By entering the premises, students, parents/carers, and visitors consent to being recorded by CCTV. CCTV footage will be managed and retained in accordance with SOAP LLP's Privacy Policy and applicable data protection legislation.
- Attendance at any other dance, performing arts, or similar training school must be disclosed to the Principal upon registration. If a student wishes to enrol with or attend another dance or performing arts school after registration with SOAP LLP, prior written consent from the Principal must be obtained. This is to ensure that training commitments, performances, examinations, competitions, and the student's wellbeing can be appropriately managed.
- By signing these Terms and Conditions, you consent to the use of your child's name for legitimate SOAP LLP administrative, educational, examination, and production purposes. SOAP LLP will only share personal information where necessary and in accordance with its Privacy Policy and data protection obligations.
- Due to the nature of dance and performing arts training, appropriate physical contact may occasionally be required for teaching, correction of technique, support, safety, injury prevention, and the wellbeing of students. By signing the Registration Form, parents/carers acknowledge and consent to such appropriate contact being used where necessary and in accordance with SOAP LLP's safeguarding policies.
- Prior written permission from the Principal must be obtained before auditioning for, accepting, or participating in any external productions, performances, competitions, events, television appearances, film projects, modelling assignments, or similar opportunities.
- Participation in at least one SOAP LLP production per season is a requirement of membership, unless otherwise agreed by the Principal due to exceptional circumstances.
- All choreography, teaching material, routines, recordings, and intellectual property created or taught by SOAP LLP remain the property of SOAP LLP and must not be reproduced, taught, performed, distributed, or used outside of SOAP LLP activities without the prior written consent of the Principal.

3. ATTENDANCE:

- a. Students are expected to maintain regular attendance at all enrolled classes. Parents/carers must notify SOAP LLP of any absence by email or text message prior to the scheduled class wherever possible. Persistent or unexplained absences may affect a student's eligibility for examinations, performances, productions, competitions, or other Academy activities.
- b. If a student is absent for three consecutive weeks without explanation, SOAP LLP will contact the parent/carer to establish the reason for the absence. If no response is received, a reminder will be issued advising that written notice is required should the student wish to leave the Academy.
- c. Monthly fees will continue to accrue until written notice is received in accordance with the "Leaving SOAP LLP" section of these Terms and Conditions. If no contact is received for a period of three months from the student's last attended lesson, SOAP LLP reserves the right to close the student's place and pursue recovery of any outstanding fees, including any applicable cancellation fees.
- d. Any unpaid balance may be referred to a debt recovery agency. This may result in additional charges being incurred and could adversely affect your credit rating.

4. UNIFORM:

All students are required to wear the correct Academy uniform when attending classes, rehearsals, performances, examinations, events, and other SOAP LLP activities.

- a. The official Academy t-shirt forms part of the compulsory uniform and must be worn whenever specified by SOAP LLP. It must be worn at all Academy events, displays, external performances, and other occasions as directed. Detailed uniform requirements for each class are set out in

Appendix 1 – Uniform Specification.

- b. Jewellery should not be worn during classes, rehearsals, examinations, performances, or any other Academy activities. Any jewellery or body piercings worn by a student are worn entirely at their own risk. SOAP LLP accepts no responsibility for any injury, loss, damage, or complications arising from the wearing of jewellery or body piercings.
- c. Hair must be clean, neat, and securely styled for all classes. Students attending ballet, pointe, or acro classes must wear their hair in a bun unless otherwise instructed by their teacher.

5. BEHAVIOUR:

- a. We expect all children and parents/carers to respect one another, SOAP LLP members of staff and volunteers;
- b. Necessary discipline will be enforced and the Principal reserves the right to terminate any pupil's enrolment without notice or refund; and
- c. SOAP LLP operates a ZERO-TOLERANCE policy towards bullying, harassment, discrimination, abusive language, or inappropriate behavior, whether in person, online, or through social media. Any behaviour that compromises the wellbeing, safety, or enjoyment of others may result in disciplinary action, suspension, or immediate termination of membership without refund at the discretion of the Principal.

6. PRODUCTIONS

SOAP LLP aims to stage at least one major production each year. Participation in productions forms an important part of the Academy's training programme.

- a. Participation in the annual Academy production is a requirement of membership for all students, unless otherwise agreed by the Principal due to exceptional circumstances or where participation would be detrimental to the student's wellbeing.
- b. Any concerns regarding a student's ability to participate in productions must be discussed with SOAP LLP prior to enrolment or as soon as such concerns arise. Each case will be considered individually at the discretion of the Principal.
- c. Whilst SOAP LLP intends to stage productions annually, no production is guaranteed until an official Show Pack has been issued and the dates and venue have been confirmed.
- d. Participation in all Academy productions is a compulsory part of the curriculum for members of the Musical Theatre Cabaret (MTC) Junior and Senior classes and all Elite Teams, unless otherwise agreed by the Principal.
- e. Auditions may be held for principal roles, featured roles, solos, and additional performance opportunities within SOAP LLP productions. Where a student successfully auditions for a role that incurs additional rehearsal, costume, licensing, or production costs, an additional fee may apply. Any such fees will be detailed in the relevant Show Pack.
- f. If a production is postponed, cancelled, or rescheduled due to circumstances beyond SOAP LLP's reasonable control, including government restrictions, local authority requirements, venue decisions, school requests, force majeure events, or other unforeseen circumstances, any show fees paid may be retained to cover costs already incurred and/or carried forward to the rescheduled production.

7. ADDITIONAL OPPORTUNITIES

Any student who is invited, selected, auditions for, volunteers for, or otherwise wishes to participate in any performance, production, competition, event, filming, television appearance, associate programme, theatre school, training programme, or similar activity with another organization, company, society, school, or group must obtain prior written permission from the Principal before making any commitment or agreement to participate.

8. EXAMINATIONS:

- a. Examinations are not compulsory. However, students who choose to enter examinations will be required to pay the relevant examination fees, together with any additional coaching, rehearsal, or preparation fees that may be necessary.
- b. Entry requirements for examinations are determined by the relevant awarding body and SOAP LLP. Students attending only one Ballet class per week will not normally be eligible to enter Grade 6 or higher Ballet or Modern examinations due to the minimum guided learning hours and training requirements. Additional classes may therefore be required before examination entry can be considered.
- c. SOAP LLP reserves the right to determine whether a student is ready to be entered for an examination based on attendance, commitment, technical ability, behaviour, and examination readiness.

9. USE OF PHOTOGRAPHS, VIDEOS AND RECORDINGS

- a. Photographs, video recordings, and other visual media may be captured during classes, rehearsals, performances, examinations, workshops, events, and other SOAP LLP activities.
- b. By signing these Terms and Conditions, you consent to the use of your child's image, likeness, voice, and performance for educational, administrative, safeguarding, promotional, marketing, and publicity purposes. This may include use on SOAP LLP's website, social media platforms, printed materials, promotional literature, advertising, show programmes, and other Academy communications.
- c. Where reasonably practicable, SOAP LLP will ensure that all images and recordings are used appropriately and in accordance with its safeguarding, privacy, and data protection policies.
- d. Parents/carers who do not consent to the use of their child's image, video, voice, or likeness for promotional, marketing, publicity, website, or social media purposes must inform SOAP LLP in writing upon registration. Failure to provide written notification will be deemed as consent for such use in accordance with these Terms and Conditions.

10. FEES:

- a. Monthly fees are calculated by multiplying the student's weekly class fees by the total number of teaching weeks in the Academy year and dividing the total by twelve. This enables fees to be spread evenly across twelve monthly payments.
- b. Monthly fees are collected in advance by GoCardless Direct Debit (DDR). As fees are spread equally across the year, payments are payable for all twelve months, including August, regardless of whether timetabled classes take place during that month.
- c. Monthly payments represent an annual fee plan divided into twelve equal instalments and are not a payment solely for classes attended within a particular calendar month.

11. INVOICES:

- a. It is the responsibility of the parent/carer to check all invoices for accuracy. Any classes attended by

a student that have not been included on an invoice remain payable. SOAP LLP reserves the right to amend and backdate invoices to correct any errors, omissions, or administrative oversights.

- b. If you have not received an invoice within two weeks of commencing classes, it is your responsibility to contact SOAP LLP to request a copy. Failure to receive an invoice does not remove the obligation to pay any fees due. Parents/carers are responsible for ensuring that their email address and contact details are accurate and kept up to date at all times.
- c. If your child wishes to attend additional classes, you must notify SOAP LLP in writing by email. An amended invoice will then be issued to reflect the additional classes. If you do not receive an updated invoice by the following month, it is your responsibility to contact SOAP LLP to ensure that the additional classes have been added to your account and monthly fees.

12. REDUCTION OF CLASSES:

- a. Written notice by email is required for any reduction in classes. A cancellation fee equivalent to four weeks' fees for the cancelled class(es) will be applied to your account. The student may continue to attend the cancelled class(es) during this four-week notice period. An updated invoice and revised monthly payment amount will be issued by SOAP LLP and GoCardless.
- b. If a student wishes to transfer from one class to another, written notice by email must be provided. No additional charge will apply to the class transfer unless the duration or cost of the class is different, provided the replacement class is attended for a minimum period of eight weeks.
- c.

13. PAYMENT:

- a. Payment dates and collection schedules will be communicated upon registration and may be amended from time to time with reasonable notice.
- b. Parents/carers are required to set up a GoCardless Direct Debit (DDR) mandate upon receipt of their welcome email and first invoice. Failure to establish a valid DDR mandate may result in the suspension of classes until the account has been set up.
- c. Monthly fees must be paid via GoCardless Direct Debit. Alternative payment methods, including BACS or Faster Payments, will not be accepted.
- d. Failed Direct Debit Payments:
 - I. If a Direct Debit payment fails, SOAP LLP will automatically re-submit the payment request. Parents/carers will be notified of the revised collection date.
 - II. If the second payment attempt fails, an administration fee of £25.00 will be added to the outstanding balance. Parents/carers will then be required to settle the outstanding amount by an alternative payment method as directed by SOAP LLP.
 - III. Failure to make payment following the second failed collection may result in the student being suspended from classes until the account is brought up to date.

e. Cancellation of DDR Mandate:

- i. If a Direct Debit mandate is cancelled, SOAP LLP must be notified within 24 hours.
- ii. A replacement Direct Debit mandate must be established immediately upon request. SOAP LLP reserves the right to charge a £25.00 administration fee for the cancellation and reinstatement of a Direct Debit mandate.
- iii. Any outstanding fees resulting from the cancellation of a Direct Debit mandate must be paid immediately using a payment method approved by SOAP LLP.
- iv. Failure to establish a replacement Direct Debit mandate may result in the student's classes being suspended.
- v. If you are leaving SOAP LLP, you must not cancel your Direct Debit mandate until your final invoice has been issued and paid in full.
- vi. SOAP LLP reserves the right to collect any overdue fees, charges, cancellation fees, administration fees, or other sums due via GoCardless or through any other lawful debt recovery process.

14. LEAVING SOAP LLP:

- a. If you wish to withdraw from SOAP LLP, a minimum of eight weeks' written notice must be provided by email. The student may continue to attend classes during the eight-week notice period if they wish to do so. Where all or part of the notice period falls during a school holiday or scheduled Academy closure, classes will not operate and no replacement classes will be provided. The full eight-week notice period and associated fees will still apply regardless of class availability during that period.
- b. Upon receipt of written notice, an eight-week notice period will be applied to the account. The final invoice will include all fees due up to the date notice is received together with all fees payable during the eight-week notice period. Any payments already received, including those made during the notice period, will be deducted from the final account balance.
- c. **IMPORTANT:** Parents/carers must not cancel their GoCardless Direct Debit mandate until their final account has been issued and paid in full. As fees are spread evenly across the Academy year, account adjustments may be required following notice being given. Cancellation of a Direct Debit mandate before the final account has been settled will result in an administration charge of £25.00 being added to the final balance.
- d. If your account is in credit, we will contact you requesting your bank details to refund you directly.
- e. If any amount due on the Final Account remains unpaid, SOAP LLP reserves the right to refer the outstanding balance to a debt recovery agency or pursue any other lawful means of recovery. Any costs, administration fees, recovery charges, interest, or legal expenses incurred as a result of non-payment may be added to the outstanding balance. This may also adversely affect your credit rating.
- f. After payment of the Final Account is received, your child's registration and Go Cardless account will be cancelled by SOAP LLP.

15. GENERAL

- a. SOAP LLP reserves the right to amend timetables, class schedules, venues, fees, teaching staff, and Academy programmes. Where reasonably practicable, parents/carers will be given advance notice of any such changes;
- b. SOAP LLP operates a NO REFUND policy. No refunds will be given for classes missed due to:

- i. Illness;
 - ii. Injury or accident;
 - iii. Holidays or other personal commitments;
 - iv. Required isolation, quarantine, or absence due to infectious disease;
 - v. Force Majeure events, including but not limited to adverse weather conditions, fire, flood, infectious diseases, pandemics, government restrictions, or other circumstances beyond SOAP LLP's reasonable control; or
 - vi. Any other event or circumstance outside of SOAP LLP's reasonable control.
 - vii.
- c. SOAP LLP reserves the right to introduce, amend, or remove policies, procedures, rules, regulations, and Terms and Conditions from time to time in order to ensure the safe and effective operation of the Academy. All students, parents/carers, and members are expected to comply with any such updates. The current Terms and Conditions and Academy policies are available to view on the SOAP LLP website: www.steppinoutacademy.co.uk. Continued attendance at classes and/or continued payment of fees shall constitute acceptance of the current Terms and Conditions and any amendments made to them.
 - d. SOAP LLP reserves the right to change, replace, or appoint additional teaching staff at any time. This may be necessary to cover illness, holiday, training, personal circumstances, operational requirements, or other reasons deemed appropriate by the Principal.
 - e. SOAP LLP reserves the right to cancel, combine, reschedule, or amend any class that does not meet the minimum number of students required for it to operate effectively. Any such decision shall be at the discretion of the Principal.
 - f. The name "Steppin' Out Academy of Performance", "SOAP LLP", or any variation, abbreviation, logo, branding, or intellectual property associated with SOAP LLP must not be used in any form of publicity, advertising, promotion, publication, social media content, or public communication without the prior written consent of the Principal.
 - g. Members of staff are not permitted to transport students under the age of 18 in their personal vehicles unless prior written consent has been obtained from the parent/carer and the arrangement has been approved in advance by the Principal. Any such arrangement must comply with SOAP LLP's Child Protection and Safeguarding Policy.
 - h. Arrival and Collection of Students (Year 6 and Below): All students in Year 6 and below must be accompanied by a responsible adult to Studio Reception and remain under their supervision until they have entered the secured studio area beyond the reception safety door. At the end of their classes, students must be collected promptly from Studio Reception by a responsible adult. SOAP LLP is responsible for the safety and wellbeing of students only whilst they are within the secured studio area beyond the reception safety door and participating in their scheduled classes.

16. SOAP LLP LIABILITIES

- a. SOAP LLP does not accept responsibility for loss, damage or injury arising from errors or omissions on the Registration Form whether completed by you or the person in charge of your child at the time of enrolment;
- b. Nothing in these Terms and Conditions shall exclude or limit SOAP LLP's liability for death or personal injury caused by its negligence, fraud, fraudulent misrepresentation, or any other liability that cannot be excluded by law;
- c. SOAP LLP does not accept responsibility for the loss of, theft of, or damage to personal property whilst on its premises;

- d. SOAP LLP shall not be liable for any loss, expense, delay, cancellation or disruption caused by circumstances beyond its reasonable control, including but not limited to transport disruption, fire, flood, adverse weather conditions, infectious diseases, government restrictions, or other force majeure events;
- e. SOAP LLP is responsible for students only whilst they are participating in their scheduled class and are within the secured studio area beyond the safety door. Parents/carers remain responsible for supervising their child in reception areas, stairways, entrances, exits, car parks and outside the premises at all other times; and
- f. Parents/carers are responsible for ensuring that students are dropped off and collected safely and punctually. Students in Year 6 and below must be accompanied to and from Reception by a responsible adult. SOAP LLP accepts responsibility for students only during their scheduled class times and whilst they are within the secured studio area beyond the safety door.

DECLARATION: *I confirm that I have read, understood, and agree to abide by these Terms and Conditions. I understand that it is my responsibility to regularly review the current Terms and Conditions and Academy policies published by SOAP LLP. I acknowledge that my child's continued attendance at classes and my continued payment of fees shall constitute acceptance of these Terms and Conditions and any future amendments made to them.*

APPENDIX 1 – UNIFORM SPECIFICATION

Class	Girls	Boys
Little Steppers	Pink Dress Pink Cardigan Footwear: <ul style="list-style-type: none"> • Ballet: Pink satin ballet shoes & pink ballet socks • Tap: Merry Jane Tap Shoes • Modern: No footwear required 	Black Shorts White T-Shirt Footwear <ul style="list-style-type: none"> • Ballet: White canvas ballet shoes, white ballet socks • Tap: • Modern: No footwear required
Primary	Lavender Dress Lavender Cardigan Footwear <ul style="list-style-type: none"> • Ballet: Pink satin ballet shoes & pink ballet socks • Tap: Merry Jane Tap Shoes • Modern: No footwear required 	Black Shorts White T-Shirt Footwear <ul style="list-style-type: none"> • Ballet: White canvas ballet shoes, white ballet socks • Tap: Black socks, Tap Shoes • Modern: No footwear required
Grades 1 - 5	Violet Helena Leotard Footwear <ul style="list-style-type: none"> • Ballet: Pink canvas ballet shoes & pink convertible ballet tights • Tap Grade 2: Merry Jane Tap Shoes • Tap Grade 3-5: Bloch Laced Full Sole Tap Shoes • Modern: No footwear required 	Black Shorts White T-Shirt Footwear <ul style="list-style-type: none"> • Ballet: White canvas ballet shoes, white ballet socks • Tap Grade 2: Merry Jane Tap Shoes • Tap Grade 3-5: Bloch Laced Full Sole Tap Shoes • Modern: No footwear required
Grades 6 & Above	Any black Leotard – exam requirement no cross/fancy back Footwear <ul style="list-style-type: none"> • Ballet: Pink canvas ballet shoes & pink convertible ballet tights • Tap: Bloch Laced Tap Shoes • Modern: Black Footless Tights 	Ballet: <ul style="list-style-type: none"> • Black dance tights with dance belt • White Cap sleeved leotard • White canvas ballet shoes, white ballet socks Tap: <ul style="list-style-type: none"> • Fitted t-shirt with straight leg dance trousers, tap shoes Modern: <ul style="list-style-type: none"> • Unitard/leotard and tights, no footwear required.

- No footwear required for Modern, Jazz shoes, dance socks or pirouettes can be worn if preferred.
- All items can be purchased from the Steppin’ Out Shop