

theatrix TERMS & CONDITIONS & METHODS OF PAYMENT

Terms and Conditions

All fees are payable **in advance**. They can be paid by BACS or sent prior to the beginning of term to: **Theatrix, 198 Sandridge Road, St Albans, AL1 4AL** or be brought to the first lesson. We are sure you will appreciate that as a small business we depend on prompt payment to ensure we can continue to provide a high standard of service. We reserve the right not to admit a student to a class where outstanding fees have not been paid. We also reserve the right to charge an administrative fee of £5.00 if we have to send parents a second outstanding fees reminder.

We have a waiting list for most classes, so you will understand **that a half-term's notice is required, in writing if a student intends to leave**. Otherwise, we reserve the right to charge a half-term's fee in lieu of notice, unless a mutual arrangement has been agreed.

We do ask that parents notify us if their child is going to be absent from a class or lesson. We will inform parents of two consecutive absences of which we have not been notified.

Refunds are not available if your child has missed a class unless we have had to cancel the class. For private lessons, if a teacher is unavailable we will either rearrange the lessons or refund the money. If a student is unable to attend it will only be rearranged at the teacher's discretion and the availability of a space at the theatre which cannot always be guaranteed. In this instance, refunds are not available.

We reserve the right to ask any student to leave the school if their behaviour is disruptive or otherwise adversely affecting the progress of the class. We include use of a mobile phone during class time as disruptive behaviour unless it's an emergency.

A student may not leave a lesson when it is in progress unless by prior arrangement with the parent(s). Please ensure that your child is collected promptly at the end of each lesson. While we do our best to keep an eye on all students who have finished their classes, we cannot guarantee 100% supervision once the next class has started. It is recommended that you come inside the theatre building to collect them.

We do ask that parents notify us if their child is being collected by someone different.

We do ask that all students take great care in respect of Abbey Theatre property. We are fortunate we are able to rehearse and perform in a working theatre and certain rules must be adhered to. All students are requested to pay special attention to keeping the theatre clean and tidy, and to make sure they have left nothing behind. We do have a small amount of lost property, but we cannot accept responsibility for anything left behind once the classes have finished. A fire drill is performed each term.

If at any time you should wish to visit a drama class you may do so by prior arrangement. Please feel free to discuss with us any query or concerns you may have regarding the progress being made in class work or examinations.

Additional conditions apply during pandemics

Parents must complete the disclaimer at the time of joining Theatrix or before their child or children attends Theatrix classes in-person following the current or subsequent government COVID-19 restrictions to. Failure to complete the disclaimer will mean your child or children cannot attend Theatrix classes.

Parents must ensure that they and their child or children COVID-19 set out in the documentation sent to parents beforehand. Any failure to abide by these rules and procedures may jeopardise the health and safety of parents, their children, Theatrix and Abbey Theatre personnel. Any such failure will result in the exclusion of the child or children from Theatrix classes and Abbey Theatre premises.

If parents withdraw a child or children from Theatrix classes as a direct, substantiated consequence of COVID-19 Theatrix will carry over the appropriate proportion of "unspent" fees into the next period of the child or children's attendance.

As per our T&Cs, if Theatrix is unable to provide in-person or online classes as a direct, substantiated consequence of COVID-19, Theatrix will carry over the appropriate proportion of "unspent" fees into the next period in which Theatrix classes are provided in person or online, e.g. via Zoom.

Method of Payment

Your termly invoice includes details of how to pay by **BACS**. If you wish to pay by cash or cheque you are welcome to do so.

Please make all cheques payable to **Theatrix**. Payment, with completed invoice return slip should be handed in on the first day of term **in a sealed envelope with the student's name and class written clearly on the front**. If you are paying by cash, please ask for a receipt as mistakes cannot be rectified later if there is no record of payment.

All other payments, e.g. for public examinations should also be sent **in a sealed envelope with the student's name and class written clearly on the front**.

If any parent is going through a period of financial difficulty, we are always happy to try to help, and come to some mutual agreement rather than lose a student. Please call **Rosemarie Partridge** on **01727 860217** or email **Rachel Barker** on **admin@theatrix.co.uk** who will be happy to talk to you.

Thank you and if you have any questions please let us know.

Rosemarie Partridge, Principal, December 2020