

## Terms and Conditions

### **Fees, deposits and refunds**

1. A fee is charged for each class enrolled in per term.
2. Students are expected to attend all classes, and an invoice will be raised for the whole term
3. Fees will only be pro rata when a student starts after a term has begun.
4. An invoice for students who enrol during the year will be issued to enable payment immediately
5. Refunds will not be given for non-attendance
6. Refunds will not be given where a class has to be cancelled and rescheduled
7. Invoices must be settled by the payment date stated on the invoice; or prior to starting classes following confirmation or where a student has enrolled during the term. Failure to pay in line with these terms will result in the student being excluded from classes until full payment is received.
8. New students should pay using the invoice that will be sent to the email address provided upon full enrolment.
9. Dwan Academy no longer accepts cash or cheque for term fees.
10. Dwan Academy reserves the right at any time during the term to ask students to leave a class if any fees remain outstanding after the start of term.
11. Where two or more siblings attend class at Dwan Academy, the youngest sibling will receive a 10% sibling discount on all classes in which they are enrolled.
12. Where a child registers for more than 1 class a 10% discount will be applied to the fees.

### **Register, attendance and absence**

1. A register for each class is maintained by the teacher and records student attendance for the purposes of safety and security.
2. If a class is cancelled due to the sickness of the teacher, a health epidemic or any other unforeseen event, then we will try to reschedule the class or provide a Zoom class. This may be on a different day and time from when originally scheduled, and might involve an extension to the term time dates. No refunds will be given in this case.
3. Where a student misses a class, it is not possible for a different class to be attended as a 'make up' class. Students may only attend classes for which they are enrolled.
4. Where a student watches a class rather than participates, this still counts as attendance. No refunds may be given for classes where a student merely watches.

### **Communication and correspondence**

1. Any communication regarding students, classes or information related Dwan Academy can only be sent to the contact on the registration form.
2. Dwan Academy cannot be held responsible for any delay or non-receipt of correspondence due to server downtime, incorrect contact details provided at the time of enrolment, or any other circumstances outside its control.
3. We review how long we keep personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We hold your personal information on our systems for only as long as is necessary for the relevant activity, or as long as is set out in any relevant contract or agreement you hold with us.
4. Please be reassured that we will not release your information to other organisations unless in exceptional cases when we are required to do so by law, for example, by a court order or

for the purposes of prevention of fraud or other crime. In all other instances we would only share your information with another party, if you have given your explicit permission to do so.

### **Code of Conduct**

A Code of Conduct will be issued to students and parents/guardians. Failure to observe this may result in students being asked to leave.

Dwan Academy reserves the right to refuse any student prior to or after enrolment. No refund will be given if the Code of Conduct has been invoked.

### **Waiver**

Physical contact may be necessary by members of the teaching faculty. If you have any concerns regarding this matter, please contact Therese Maher.

Please refer to our safeguarding policy and safe touch policy

### **Agreement to the terms and conditions**

Customers (parents, guardians and students) are required to acknowledge their acceptance of the terms and conditions for each student enrolled by checking the relevant box during online application.

The terms and conditions must be accepted in order to enrol in classes at Dwan Academy

Dwan Academy reserves the right to change these terms and conditions at any time for the benefit of the business, staff or participants.