

# FineSteps Adult Class Policy



## Your Dance Class

We would like to welcome you to the dance classes for adults held by FineSteps. Below, you will find information about the classes that we hold.

- Class times and dates are displayed on social media, our website, and on the flyers displayed in the reception areas of our classes. You will also find news of events that pupils may attend.
- Social Media - find us on Facebook and Instagram to keep yourself up to date with our news.
- Dance Wear – suitable clothing should be worn for your class/lesson.
- Pupils who would like advice on dancing shoes should also speak to their teacher who will advise.
- We reserve the right to change teachers and/or venues at short notice as and when necessary.
- We reserve the to cancel any class/event due to insufficient demand. In this case a full refund will be given.
- All valuables will be the responsibility of the student. FineSteps will not be liable for any loss or damage.

## Payment

We offer payment via BACS and in certain circumstances accept cash. Adult classes with FineSteps are a monthly sign up. New pupils attend their first-class free of charge, and on returning for the second week the remaining weeks are payable in one block.

- All fees are payable in advance.
- If you are going to be away and are therefore not paying for a full month of classes, please email [nikki@finesteps.co.uk](mailto:nikki@finesteps.co.uk) with the dates you will not be attending.
- We accept new students throughout the term. Fees will be pro-rated from the first class attended.
- No refunds or credit will be given for missed classes. Whilst there may be exceptional circumstances these will be given due consideration case by case.
- If you cannot attend your class, you may attend another of the same level within a week.
- In the event of a class/event being cancelled by FineSteps, credit will be offered, and refunds made where appropriate.

## Code of Practice and Equal Opportunities

- All teachers within the school are vetted and have been checked through the Disclosure Barring Service (DBS)
- All teachers have been suitably trained for the level of teaching they provide.
- The staff of FineSteps do not discriminate and offers equal opportunities to all pupils.

- We undertake to ensure that halls used for tuition are safe to use and suitable for the teaching of dancing.

## **Procedures**

- In the event of an accident in class, first aid will be given, and medical assistance sought in cases where it is reasonably deemed necessary.
- Details of any accident will be noted in the accident book

### **It is your responsibility to inform FineSteps on your registration form:**

- If you have any medical conditions and/or allergies, special needs or learning disabilities which could affect you during class.

### **It is your responsibility to inform FineSteps via email or in writing:**

- If you have any injuries which could affect you during class. Agreeing to attend a class is a declaration of your fitness.
- Of any changes to your circumstances e.g., address, contact details, medical conditions etc.

## **Behaviour**

- Inappropriate behaviour of any kind towards FineSteps staff or fellow students will not be tolerated.
- Inappropriate behaviour may jeopardise your place at FineSteps classes, lessons and events.

## **Complaints**

In the event of a complaint against FineSteps, this should be made in writing to the office address: 16a Barnwood Road, Gloucester, GL2 0RX