

Flair School of Dance

Policy Documents & Procedures

Fee Payment Policy

THIS POLICY HAS BEEN WRITTEN FOR THE PURPOSE OF CLARIFYING THE METHODS OF FEE COLLECTION FROM MEMBERS ATTENDING OUR CLASSES. IT IS ISSUED TO ALL OF OUR TEACHERS BEFORE STARTING WITH US FOR THEIR INFORMATION, & MADE AVAILABLE ONLINE TO ALL OF OUR MEMBERS.

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Contents Summary	Page
Statement of Intent, Fee Amount, Collection Period / Method	1
Missed/Late Fees, Collection of Other Monies, 14 Day Cooling Off Period, Missed Classes, No-Class Dates, Last Minute Cancellation	2
Notice Period for the Cancellation of Classes, Note to Existing Members	3

Statement of Intent

Flair School of Dance expect prompt and full payment of fees for classes or other events (such as exams, shows etc). As a small business cash flow must be maintained so that the necessary hall hires, teachers wages, insurances, licences, affiliated memberships and other miscellaneous business expenses can be paid in a timely manner.

Fee Amount

Fees for classes are set based on the length of the class, either 45 minutes or 60 minutes.

A 10% discount is taken off fees where more than one class is taken either by an individual or by siblings. The discount does not apply to cousins unless they are legally resident at the same address and cared for by the same parent / guardian.

Fee amounts are subject to review and we reserve the right to make changes to this amount. Any changes however will be notified to all members in writing at least 30 days before any changes come into effect.

Collection Period

The class fees are collected 12 months of the year, the amounts for which are based on the delivery of an average of 38 taught sessions (including show or exam rehearsal sessions). In practice a minimum of 36 sessions will be guaranteed and 40 or more may be offered.

Collection Method

Class fees are collected on the 1st of each month by direct debit.

Flair use a company called GoCardless to collect our fees. GoCardless is regulated by the Financial Conduct Authority in the United Kingdom as an Authorised Payment Institution to collect payments.

Missed / Late Fees

All missed or late fees must be paid in full within 7 days of the original payment due date.

Failure to pay fees may result in the removal or temporary suspension of a student's place in class (see Unacceptable Behaviour Policy).

Collection of Other Monies

Fees for Exam Entries, Show Fees & Uniform Purchase are offered online through our website via PayPal.

Members who do not wish to use PayPal to remunerate the dance school for a particular fee may instead choose to have us debit it directly from their account via the GoCardless service. In order for this to happen they must email or send message via the Contact Us page on the website asking for the funds to be taken in this way. Flair will then action the payment and GoCardless will send email confirmation of this, the date on which funds will be taken and a follow up confirmation of the payment once it has been made.

14 Day Cooling Off Period

In accordance with UK Trading Standards all services carry a 14 day cooling off period which Flair adhere to. As such you have 14 days after you have joined to cancel your direct debit and receive a full refund, minus the fee for any classes taken (your trial session is free so if only that has been taken you will receive a full refund).

Similarly existing members who sign up to an event have 14 days after they have paid the monies for it to change their mind and receive a full refund. After this time any withdrawal is non-refundable. Missed exams may be carried over to a future sitting, but no actual monies will be refunded if the student does not go on to take an exam or if no future exam is offered.

Missed Classes

We appreciate that from time to time your child will be unable to attend their class. Unfortunately, however, we cannot offer to refund you the cost of the class on such occasions even if they have missed the session for reasons beyond their control.

No-Class Dates

A No-Class Date is a session during normal term time which has been cancelled in advance due to venue hire restrictions, bank holidays or such like. As our class fees are charged on a pro-rata basis, you pay the same amount each month regardless of the number of classes. You will still receive the right number of classes each year because we always plan around the no-class dates.

Last Minute Class Cancellations

On occasion we will be forced to cancel classes because of circumstances beyond our control, such as venue closures, bad weather or teacher absence. On these occasions we are unable to refund the class, but we will where possible provide a make up class instead. We cannot offer refund classes for those unable to attend the rescheduled session.

Notice Period for the Cancellation of Classes

If you wish to cancel your membership with Flair School of Dance, having been a member for more than one month, we are unable to offer you a refund on your child's tuition. In the event that you wish to terminate your classes with us, we require one full month's notice period in advance of your payments ending. For example, if you give notice on the 14th of February, the month's notice will start from the 1st of the following March. The 1st March payment is your last & your child's place lapses at the end of the sessions run in March.

Many local clubs charge in advance for the full 14-week term ahead and, if you cancel your classes part way through the term, a refund will generally not be offered because you have taken up a class space that could have been offered to another child. At Flair School of Dance, we guarantee you a class place for as long as you are a member, with no need to re-register each term, so although we charge monthly rather than up front for each term, the same principle about class space applies.

If you wish to cancel your membership, please email us at discoverflair.co.uk

Note to Existing Members

We have been collecting our fees by standing order for a few years now, however, this method of fee collection is both unreliable in terms of banks honouring payments and time-consuming to check each month as we must sit and go through each transaction on the statement to cross-reference it against our registers. It can, as such, be some time before we realise a payment has been missed, which dents our cashflow and is time-consuming to follow up, and it is also subject to periodic mistakes where we miss payments accidentally and chase people up for something they have actually paid. It is for this reason that we are phasing out this old method and moving over to a more reliable one.

From the start of this year, we began using Direct Debit collection for all of our new starters. It has made the accounting process much easier to keep track of both for us and the dance school members whose payments are collected this way.

We use a Direct Debit company called GoCardless for our payment collections. GoCardless is regulated by the Financial Conduct Authority in the United Kingdom as an Authorised Payment Institution to collect payments. They operate in much the same way as a bank do, however, we prefer the service they offer clients, namely an easy-to-access dashboard for ourselves and email confirmation of each transaction made by yourselves. They give a better level of service and have reasonable transaction charges which mean that we have not had to change our monthly fee amounts.

In due course, I will be sending each member an online Direct Debit mandate form; it will arrive as an email; you will need your bank sort code and account number to complete the form, it literally takes seconds to do and you can even do it from your mobile!

You can, however, opt in voluntarily sooner (and earn brownie points as it will save me a task in the coming weeks) by going to clicking the New Starters button in the Members Hub and selecting Set Up A Direct Debit. You then cancel your standing order with your bank so that on the 1st of the next calendar month, your payment is sent once & not twice to save me having to send it back to you again!

If you have any questions about the changes we are making, or anything else for that matter, please do not hesitate to drop me a line or give me a call.