

 Conditions of Enrolment (Nov 2022)

The Little Drama Hub - Cornwall (TLDH) has the welfare, happiness and success of its students at its heart. We have created these conditions of enrolment to ensure that we can provide safe, happy and supportive tutoring sessions.

Registration:

* These conditions form the basis of the agreement when joining TLDH;
* TLDH should be informed of any changes to the information provided on the registration form in a timely manner;
* Our policies are available to view on our website under the tab ‘Policies’;
* Our Public Liability Insurance is available to view on request;
* DBS certificates are available to view on request.

Fees and payments:

Monthly payment system (membership)

1. TLDH uses GoCardless to collect monthly payment for tuition;

2. Payments are collected on the 1st of every month;

3. Payments taken will be charged at a sessional rate and sessions will only take place in term time following the county councils school term dates, unless a tutor agrees to additional tutoring in holiday dates, and this will be arranged directly with the tutor and charged in addition;

4. Members will be required to pay for two tuition sessions in advance before they attend. This will be done through GoCardless;

5. The payment plan will be set up to suit each tutoring agreement. Tuition will not begin prior to the receipt of payment for the month or period in question;

4. Membership will commence on the Start Date (as defined at point of joining), after which time Members agree to be bound by the terms and conditions stated here;

5. Members Direct Debit payments will continue until such time you advise us in writing of your intention to cancel;

6. Membership can be cancelled by giving two tuition sessions notice. All membership fees will be payable up to the end of the notice period;

7. To cancel membership the Member must send their notice to terminate by e-mail to

thelittledramahub@outlook.com;

8. Once processed, the Member will receive email confirmation of the cancellation date and when the final membership payment will be collected. If the Member does not receive this acknowledgment within 10 working days, the Member must assume TLDH has not received the Member’s termination notice;

9. A Member cancelling their direct debit instruction for the payment of fees is not sufficient;

10. Once TLDH has taken the final payment from the Member, the Member will be responsible

for cancelling their direct debit instruction;

11. If the cancellation terms are not followed legal proceedings may be taken and administration charges will apply;

12 TLDH retain the rights to terminate the sessions with immediate effect, in the unlikely event of such an occurrence fees will only be due up to the point of termination.

13. Fees are non-refundable and remain payable in cases of student absence. In agreement with a tutor a missed session may be carried over and rescheduled within a 2-week time frame to make up for the missed session. The tutor will endeavour to provide reasonable and suitable alternatives for days and times. If a session has not been rescheduled, at the fault of the student, within this time period the session will lapse but remain payable;

14. If a tutor is unable to attend a session, they will endeavour to give reasonable notice and reschedule the session at a mutually agreed convenient time, within a 2-week time frame. If a suitable alternative has not been able to be agreed, at the fault of the tutor, the money for this session will be refunded.

15. TLDH may need to alter class fees or times. We will endeavour not to make significant changes and will always give as much notice as we can of any such changes;

Data protection:

16. TLDH may take photos or videos of the students at work. These images will be used only for TLDH marketing for our website, instagram page, adverts and flyers. Parents and students over 18 are able to opt out of permission for use of images with their registration or by contacting TLDH in writing;

17. All personal data pertaining to students will be "processed" (as such terms are defined in the Data Protection Act 1998) by TLDH for the purposes of administration, research and teaching services in accordance with GDPR regulations. TLDH will not disclose this information to third parties for marketing purposes. TLDH itself may use this information for marketing information. Our Data Protection Privacy policy is available on our website.

Safeguarding:

18. TLDH requires its tutors and teachers to be DBS checked;

19. Our teachers may use physical contact as a way to help to demonstrate or correct students during the session;

20. TLDH’s policies (available on our website) are committed to safeguarding and promoting the well-being of all performers and staff/volunteers associated with the school. Our tutors and teachers are professionally trained and adhere to these policies.

Health &Wellbeing:

21. Students should only attend classes if they are physically fit to fully participate. If parents are unsure, advice should be sought from a doctor;

22. Parents must ensure that TLDH is made aware of any concerns, illness, recent or on-going injuries or medical conditions that their child may have. Students must inform their teacher immediately if they begin to feel ill or sustain an injury during class;

23. Once made aware, the teacher will strive to ensure that students do not partake in activities that may aggravate any injury/condition. However, participation is undertaken at the student’s own risk;

24. In the case of an injury during class, the tutor/teacher will assess the need for treatment and administer basic first aid if necessary. If further medical assistance is required, the teacher will call the parent into the tuition session and will call for professional medical support. For this purpose, the teacher will have a mobile phone, an accident report book and access to a first aid kit.

Contacting us:

25. TLDH are always pleased to discuss our students’ progress, welfare and happiness with parents and carers, but it is difficult for teachers to deal with queries during class time as this can result in the classes being cut short. Therefore, any queries should be addressed out of teaching hours and if necessary by email (thelittledramahub@outlook.com) during regular business hours (as set out on our website).

Code of Conduct:

Getting to and from our classes:

26. Students should arrive promptly and attend classes regularly as agreed. Parents should allow sufficient time for arrival;

27. Parents/guardians of all pre-school and primary school age students should wait on the premises, if the tutoring session is to take place at the tutors chosen venue or remain in their home if the tutor is visiting them, whilst the student is in class;

28. If a student is late for a session, the tutor may choose but is not obligated to work beyond the scheduled end time. If the tutor stops tuition at the scheduled end time, the session will still be charged in full at the usual fee. If the tutor agrees to work beyond the scheduled end time at the student/parents request the tutor may choose to charge for the additional time. If a tutor is late for a session then they will arrange to make up the lost time at no additional cost;

29. The tutor/teacher must be informed if someone other than the parent/guardian is collecting a student;

30. Students must not publish any abusive comments about a tutor or another student on The Little Drama Hub - Cornwall Website or any other place. This includes defamatory or derogatory comments;

31. Students must not request a tutor to complete coursework, essays, or other assignments on their behalf.

Hydration in our classes:

32. Students have visited the toilet before the session commences;

33. As it is important to drink small amounts of fluids at regular intervals during physical exercise, students may bring water (not fizzy or flavoured drinks) in a small plastic bottle into the session;

Provision of tutoring services:

34. The student/parent/carer and the tutor are jointly responsible for agreeing a safe and suitable venue for the tutoring to take place. Our sessions are usually held at either the tutors chosen venue, usually their home, or in the students own home, whichever is deemed most suitable at the point of tuition being agreed;

35. Parents of students under 18 need to remain either on site or at the venue whilst tuition is taking place;

36. Parents of younger students (under 10) need to be on hand to take their child to the toilet if necessary;

37. TLDH does not accept any liability for the consequences of tuition, including, but not limited to exam results or audition outcomes.

Uniform in our classes:

38. Appropriate footwear and clothing must be worn to all classes.

39. Lost property will be collected and held by the teacher until claimed, however TLDH does not accept the responsibility for items lost or stolen;

40. For safety reasons, no large jewellery is to be worn in class and long hair must be tied back off the face.

Behaviour in our classes:

41. During sessions, students are expected to listen to instruction and to respect the premises and each other. If a student is causing disruption, they may be asked to sit out of exercises or leave their session.

42. Mobile phones may be brought into class for security, but must remain on silent and not be used during sessions unless deemed wholly necessary by the tutor/teacher.