

## DANCEFORCE FEES & PAYMENT TERMS & CONDITIONS



### Danceforce Club Fees Policy

This policy outlines payment conditions, payment terms, modes of payment, procedure for late payments, invoice and fee disputes, cancellations, forced closures and payment difficulties.

#### 1. Payment conditions

##### 1.1 Normal fees

The current fees can be found on the monthly invoices that are emailed before the month commences. Fees will be reviewed for the beginning of each academic year. Parents will be informed of any changes in writing

- Fees are payable for all pupils booked into the club, who attend on a weekly basis.
- Fee information will be sent in advance through email and paper copies are available from reception.

##### 1.2 Joining / Trial fees for new clients

- When registering for a new trial, you must sign up and register on member meister and Go Cardless.
- You should subscribe to Go Cardless and pay the £5 trial fee before attending a class. You will receive a confirmation after you have done this.
- Once you have confirmed you want to join us, you will be set up on our system Membermeister and Go Cardless will take your payment via Direct Debit on the 5<sup>th</sup> of the month.
- To cancel your subscription or to change how you pay, you can contact us via email.

##### 1.3. Invoices and payment terms

- Fees do not include Bank Holidays (unless stated) or dates we are closed for events
- Fees are due by/on the 7<sup>th</sup> of every month
- Go Cardless payments are due by the 5<sup>th</sup> of every month
- You must pay for the whole of the month to keep your space in class. You will still need to pay for class even if you are away. For exceptional circumstances, please see 5., Monthly Fee

##### 1.4 Modes of payment

You may choose from the following modes of payment to settle your invoices.

- Paying by cash or card at reception

- Paying by Go Cardless – When your invoice is received, press PAY NOW. The system will need to be set up with your details.
- Paying by BACS or online banking. Please refer to your invoice / payment advice.

## **2. Late payments**

2.1 You are encouraged to talk to the Club Manager if you think you will have difficulties in paying your invoice. The sooner we hear, the easier it is to find a solution. Please contact us as soon as possible. This is in everyone's interest.

2.2 In the eventuality that payments are not received as outlined in paragraph 1.2.,

2.3 Danceforce will engage the following procedure to secure payments:

- Stage 1: A reminder letter will be sent asking for a payment to be made within one week of receipt of the notice.

- Stage 2:

If no response has been received one week following the receipt of the reminder letter, a warning letter will be sent to you asking for payment to be made within one week of receipt of the warning letter. A £5 fee will be added to the total amount due for every week that it is late per pupil.

- Stage 3:

The pupil will be refused entry to class until the payment is settled. We hope that cases do not escalate to this stage and would prefer to discuss any issues held.

## **3. Invoice Disputes**

3.1 Should you not agree with the amount on the invoice, please speak in the first instance to the Manager. If you do not feel your query has been addressed you may speak to the Club treasurer Ms Wendy Wilson, with a copy of the invoice, outlining the disputed amount and the reason for the dispute.

3.2 On receipt of such a dispute letter, the Club Treasurer will investigate the situation and provide a prompt response, including supporting information as appropriate.

3.3 In the eventuality that the invoice is confirmed to be incorrect, a revised invoice will be sent.

## **4. Monthly fee Disputes**

4.1 In certain circumstances such as shared parental control, looked after children or guardianship issues, fees can be altered according to what is best for the pupil/child. If this is the case, you must speak to the Club Manager immediately.

4.2 In the case of a family wedding or family funeral, we are able to cancel that week's fees if you inform the Club Manager.

4.3 Booked sessions, cancelled due to illness or injury, will be charged at the full rate. In the case of extended illness over a four week period, please contact the Club manager to discuss transferring your payment into the following months fees.

4.4 We are not able to refund fees for classes missed during Covid isolations. You are paying for the space and will lose the space if the fee is not received.

## **5. Forced closure of the Danceforce classes**

5.1 In some extreme circumstances, Danceforce may be forced to close unexpectedly at short notice. If Danceforce closes for any reason, fees will be reimbursed to the following month. Please ensure that the contact details we have for you are up-to-date. We do not want to be in a situation where we cannot contact you.

5.2 In case of another lockdown due to Covid. Fees will be fully reimbursed or transferred over to the following month.

## **6. Payment difficulties**

6.1 If you experience problems in meeting the payments, you must contact the Club Manager to avoid your child's place being withdrawn. The matter will be dealt with confidentially.

Danceforce@hotmail.co.uk

Danceforce Club Manager: Mrs Naomi Wootton

Deputy Manager: Mrs Hayley Ruthven

PTA Treasurer: Ms Wendy Wilson

Secretary: Nicki Shinton

Parent Board Members: Cara Hinks, Helen Watson, Jo Nash, Leanne McDonald

Teacher Board Members: Liam Pilsbury, Yvette Owen Salmon, Danielle Higgins

*Policy updated: January 2022*

*Due for review: January 2024*