

Sport Aberdeen - Chance to Dance - General Terms & Conditions

Refunds

- Once payment has been made for classes, refunds or credits will only be considered under exceptional circumstances: for example, where a participant suffers a substantial period of illness or hospitalisation that can be supported by medical evidence. In such cases, all credits due will be offered as a discount on the next set of course fees. No refunds / credits will be backdated beyond the date of notification.
- Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk where each case will be considered. Requests should provide a detailed explanation of the circumstances surrounding the participant's inability to attend classes and must be accompanied by medical evidence wherever possible.

Booking and Administration

- All dance classes across our venues operate as a 50-week continuous programme paid in 10 week rolling blocks with a break over the Christmas period.
- It is the responsibility of the parent / adult participant to ensure that Sport Aberdeen holds up to date contact details. Payment / change of class correspondence is primarily through email, so it is extremely important that we have a current email address to benefit from this correspondence. If you need to update your details, please advise the venue staff or contact coachedprogrammes@sportaberdeen.co.uk.
- If a participant has been allocated into a class level that we determine is not suitable for them, the coached programme team will decide on the appropriate action to take. This may involve moving to an alternate class, a temporary freeze on attendance while an alternate class is found or cancellation of the membership.

Cancellation of classes by Sport Aberdeen

- If a class has been cancelled in advance, notice will be given via email or text alert.
- It is very important that you take your child/ren into the building to confirm that classes are going ahead. It is also essential that we have an up to date contact telephone number and email address.
- In the event of the classes being cancelled due to severe weather please also check for updates on the Sport Aberdeen website and social media.

Expected General Behaviours & Standards

Clothing / Equipment

- Clothing must be adequate for stretching and dancing.
- Jazz and Musical Theatre (Soft shoes to be worn, either dance shoes or soft trainers)
- Hip Hop and Urban (Trainers to be worn)
- Contemporary/Lyrical (Bare feet in the dance studio)
- Hair must be tied up and no dangly jewellery worn.

- Venue staff are not responsible for personal belongings and no items of value should be left unattended.
- Please make use of the lockers provided. Any items left unattended may be removed and placed in lost property.

Behaviour

- All participants and accompanying adults / children must behave in a way that is not disruptive to other participants, coaches or facility staff.
- Any conduct that is deemed disruptive or which affects the safety of others will result in the individual being removed from the class and potentially from the programme.

Supervision

- For school aged classes, all children should be accompanied into the facility to confirm that classes are going ahead before parents / guardians leave the premises. Parents / guardians of children under the age of 8 years old must remain on site and the child must always be supervised throughout the building. You may be required to assist with toilet breaks.
- For the following class parents must participate in the session and are responsible for supervising their own child / children:
 - 18 months-3 years Tiny Toes (Alex Collie)
- For Tiny Toes Preschool 3-5 years classes, Adults are not required to participate, however they must remain on the premises to assist if required.
- Parents / guardians must ensure that any siblings of participants are always fully supervised within the building.
- For classes where an adult is not participating in the class, parents / guardians must ensure they are on time to collect their child after lessons: Coaches are only responsible for participants during their class which does not include the changing rooms before or after the session.

Illness

- If a child has had sickness or diarrhoea within the previous 48 hours, they must not attend the class.
- You do not need to report absence due to illness to us, unless it is likely to be a long-term absence.

Health & Safety

- Participants should check in at reception.
- All areas must be kept free from obstacles for health and safety reasons and we would appreciate parents' vigilance in this area.
- Parents or adult participants must inform the venue staff of any conditions which may affect the enjoyment or safety of the participant.

General Guidance

- No food is to be consumed in the activity area.

- No photography, filming or electronic devices are permitted to be used in the building in accordance with our Child Protection policies. If you use an electronic device such as a mobile phone, then you will be asked to leave the area.