

Not Another Stage School: General Terms and Conditions

Introduction

Please read the following General Terms and Conditions carefully upon receipt.

This document governs the working relationship between yourself as the parent/carer of a student under the age of 18 and “Not Another Stage School”, a trading name of Not Another Theatre Company Ltd. Registered in England and Wales (Company No. 12506666). Registered Office Address: The Cottage, Ridgewood Community Centre, 244 Station Road, Yate, Bristol BS37 4AF.

Having read this document an acceptance signature is not required. Acceptance is instead given by the subsequent non-withdrawal of acceptance prior to the commencement of the student’s first confirmed lesson following any ‘taster session(s)’ or the re-commencement of lessons following (re-)publication of this document. Should acceptance be withdrawn prior to commencement or re-commencement, any tuition fees already received will be promptly refunded.

Student enrolment

Enrolment is open to prospective students during enrolment ‘windows’ throughout the school year as dictated by our learning schedule. Details of enrolment ‘windows’ are generally published on social media and can be requested at any time. At the sole discretion of Not Another Theatre Company Ltd, students may be permitted to enrol outside of these ‘windows’ by prior arrangement.

Students will always be offered a ‘taster session’ at no cost prior to enrolment.

Enrolment will be confirmed by Not Another Theatre Company Ltd either in writing or verbally following the successful completion of a ‘taster session’. Acceptance of any place(s) offered is generally acknowledged and accepted with subsequent attendance by the student at lessons.

Tuition terms

Not Another Stage School operates primary tuition during school term time only. Additional lessons and/or tuition sessions (for example, Summer School, Production Week(s)) may be offered from time to time during term breaks and/or on different days of the week.

There are 3 terms throughout our school year which are based on the published dates by South Gloucestershire Council. For 2024/25 these are as follows:

Autumn Term (1)

- Monday 2 September – Friday 25 October 2024 (8 lessons)
- Monday 4 November – Friday 20 December 2024 (6 lessons)

Spring Term (2)

- Monday 6 January – Friday 14 February 2025 (7 lessons)
- Monday 24 February – Friday 4 April 2025 (6 lessons)

Summer Term (3)

- Tuesday 22 April – Friday 23 May 2025 (5 lessons)
- Monday 2 June – Tuesday 22 July 2025 (7 lessons)

For the purposes of accounting and for the general operation of Not Another Stage School, terms are grouped into 'Autumn Term', 'Spring Term' and 'Summer Term' each consisting of two date periods separated by a half-term break.

Lesson duration and location

Lessons are held on Thursdays during term time. Each lesson is 1 hour 30 minutes in length starting promptly at 17:00 and ending at 18:30.

All lessons take place in Willow Hall (primary space) and/or The Cottage (secondary/breakout space) at Ridgewood Community Centre, 244 Station Road, Yate, Bristol BS37 4AF.

Whilst it is our intention to maintain lessons on Thursdays and during these times for the foreseeable future, it may be necessary to revise days/timings due to circumstances beyond our control. Any necessary changes will be communicated with as much prior notice given as possible. Should any necessary changes result in the unavoidable mutual termination of tuition, any advanced tuition fees received will be refunded in full.

Fees and payment periods

All payments are processed by Not Another Theatre Company Ltd using QuickBooks accounting/invoicing software and are treated as non-refundable.

For the purposes of accounting, lessons are grouped into three equal payment periods, each consisting of 13 lessons, based on £12.00/lesson and totalling £156.00. Payment periods fall in line with our 'Autumn', 'Spring' and 'Summer' term dates.

Payment of £156.00 is required in full before the commencement of each payment period. Students will be prohibited from attending lessons if there is an outstanding balance owed.

Additional tuition periods (for example, Summer School, Production Week(s)) and additional services such as exam entry, showcase performances, personal equipment and learning resources may incur additional costs which will be communicated in advance.

Payment must be made via BACS transfer (preferred), or online via Debit/Credit Card or by PayPal. Payment instructions including bank details are included on each invoice. We are a cashless business and as such are unable to accept any other method of payment. Electronic payment receipts are available upon request.

All online Credit/Debit card payments are processed using QuickBooks accounting/invoicing software and/or PayPal acting as third parties. Not Another Theatre Company Ltd will not have visibility of, and therefore will not process or hold any card details used at any time.

Fees may be reviewed from time to time and are subject to change/increase. Any changes to fees shall be confirmed in writing giving as much prior notice as possible.

All invoices are issued with an issue date, a payment due date and 30-day payment terms as standard. Not Another Theatre Company Ltd reserves the right to refuse, suspend or terminate tuition due to non-payment of fees and may, at our sole discretion, apply additional late payment fees and/or administration fees as deemed appropriate.

Arrival and departure

Students should arrive at Willow Hall, Ridgewood Community Centre to begin promptly at the start of lessons. Not Another Stage School is signposted with off-street car parking located outside.

Upon arrival students will be met and registered as 'in attendance' by a teacher or member of our support staff. For safeguarding purposes students will remain accompanied at all times whilst on site.

Students should not arrive earlier than 15 minutes before the lesson start time as our teaching and support staff may be elsewhere on site or not yet in attendance.

Parents/carers should be prepared to collect students promptly in person from Willow Hall, 1 hour and 30 minutes after the lesson start time. Should parents/carers wish for students to leave the premises unaccompanied please provide prior confirmation in writing.

It should be noted that both the Ridgewood Community Centre management and Not Another Theatre Company Ltd accept no responsibility for any loss, damage or theft to vehicles and/or personal belongings when visiting our premises.

Uniform

For the safety of our students, teachers and support staff, appropriate uniform is required to be worn by students at all times during lessons. Details of clothing and footwear which is considered appropriate will be made known to parents/guardians before the commencement of tuition.

Not Another Theatre Company Ltd reserves the right to temporarily refuse tuition due to non-compliance, primarily for the safety of those in attendance.

Non-attendance

We ask for as much prior notice as possible should a student not be attending a scheduled lesson.

If a student is absent without prior notice given we will endeavour to contact the nominated parent/guardian at the earliest opportunity in order to seek clarification, however please be aware that this may not be possible until the completion of the scheduled lesson due to time constraints and limited staffing/resources.

Due to the nature of advanced payment with our tuition fees, non-attendance will be considered non-refundable and/or non-transferrable. In the event of prolonged non-attendance due to illness or exceptional circumstances beyond the parent/guardian(s) control we will endeavour to re-allocate advanced tuition fees where possible and at our sole discretion, however this cannot be guaranteed.

Unavoidable cancellation

Regrettably, due to illness and/or unavoidable circumstances beyond our control (for example, adverse weather conditions) it may necessary to cancel a lesson in rare circumstances. In this event, as much prior notice shall be given as possible. Advanced payment for any cancelled lesson will always be transferred to the next accounting period in the form of an overall price reduction.

Wherever possible, in the first instance alternative teaching provision in the form of a substitute teacher and/or an alternative venue will always be sourced in order for the lesson to proceed as scheduled. Unless there is a significant disruption to learning caused as a result of alternative provision, there shall be no reimbursement of fees in this event. Any disruption to learning is ascertained by Not Another Theatre Company Ltd at our sole discretion.

Not Another Theatre Company Ltd is unable to offer any compensation for loss of earnings, travel arrangements and/or similar circumstances as a result of unavoidable lesson postponement.

Termination of tuition

Not Another Theatre Company Ltd reserves the right to terminate tuition and/or refuse tuition solely at our discretion and without prior notice or explanation given.

Example scenarios for the termination of tuition include, though should not be treated as an exhaustive list: non-payment of fees; repeated non-attendance at lessons, poor punctuality resulting in disruption; inappropriate behaviour; failure to comply with safety procedures.

Actions which result in the loss of earnings, damage to equipment or premises shall be chargeable.

CCTV

CCTV is located within Ridgewood Community Centre for the safety of all staff and visitors. Cameras are operated and footage reviewed by the centre management with Not Another Theatre Company Ltd having no direct access to this footage.

In addition to the CCTV operated by Ridgewood Community Centre, we reserve the right to operate CCTV within our own teaching space(s) with a view to maintaining the safety of both teachers and students. Any recorded footage is securely held and will never be shared with any third party (unless required, for example, to aid the purposes of criminal proceedings) in accordance with Not Another Theatre Company Ltd's Privacy Policy which is available upon request.

Insurance, safety certifications and training

Relevant insurance (including Public Liability Insurance), safety certifications (including Enhanced DBS Certification), general health and safety and first aid training is undertaken and regularly kept up to date and/or held either by Not Another Theatre Company Ltd and/or by Ridgewood Community Centre as appropriate. Further information is available upon request.

Additional services

In addition to performing arts tuition through Not Another Stage School, Not Another Theatre Company Ltd offer services including singing tuition, singing therapy, vocal massage and first aid through Not Another Singing Teacher.

There are separate Terms and Conditions for each of these services including, where appropriate, liability waivers, specific safeguarding requirements, different session durations and fees.

Full details for all such services will be made available upon initial enquiry or upon request, prior to the commencement of any additional service.

Contact information

In relation to tuition, payment fees and general correspondence please contact Not Another Theatre Company Ltd by email: accounts@notanother.org.uk, or by social media/messenger. For all other enquiries, including safeguarding, policies, complaints and procedures please contact:

Not Another Theatre Company Ltd
The Cottage, Ridgewood Community Centre
244 Station Road
Yate
Bristol BS37 4AF

Email: info@notanother.org.uk

Telephone: 01454 537 552 (Monday-Friday, 8am-8pm)

Revisions

This document was originally created on 14 September 2020 by Not Another Theatre Company Ltd.

This document was last reviewed and updated on 1 September 2024.