

1. Terms and Conditions

- 1.1. This section sets out the Terms and Conditions by which Artemis Studios Ltd. agrees to provide products and services to you and or your child.
- 1.2. Artemis Studios Ltd. is registered as a limited company in England (No. 6173221) and our registered office is at The Dairy House, Moneyrow Green, Holyport, Maidenhead, Berkshire, SL6 2ND.
- 1.3. **We can be contacted by post at 30 Charles Square, Bracknell, Berkshire, RG12 1AY**, by telephone on **01344 429403** or by email at **info@artemis-studios.co.uk**
- 1.4. Our office opening hours are 10am –6pm Monday to Friday and 10am–6.30pm on Saturdays (during Term-Time only). For class times please visit our website.
- 1.5. When you book or purchase any product or service from us, you are signifying your agreement to these Terms and Conditions. It is your responsibility to familiarise yourself with them before you book or purchase any product or service from us. These are always available on the website and in the lobby or by request.
- 1.6. We reserve the right to modify, cancel or append to these Terms and Conditions. We will notify you by sending a fresh copy when any change is made. On renewal of classes or purchase of any Artemis Studios product or service, the most recent Terms and Conditions shall apply.

2. Definitions

- 2.1. “Course” is a session that we have agreed, verbally or in writing, which your child may attend.
- 2.2. “Class” refers to one self-contained session as part of a course that occurs at a specific time on the same day at the same venue each week during Term-Time.
- 2.3. “Workshop” is a holiday course offering drama, dance and singing activities for a certain amount of hours per day for a period of between one and five consecutive days.
- 2.4. “Inform”, “Notify”, “Communicate” and “Contact” are the processes by which we exchange information and enter into contracts regarding our products and services.
- 2.5. “Merchandise” is a physical product related to our activities sold by us.
- 2.6. “Missed Session” is a booked session, no part of which has been attended by your child.
- 2.7. Our “Website” is **www.artemis-studios.co.uk**
- 2.8. “Artemis” “Artemis Studios”, “we”, “us” or “our” refers to Artemis Studios Ltd. and any of its directors, officers, employees, managers, subcontractors, agents, parent, subsidiary and affiliated companies.
- 2.9. “Registration Form” is the pre-printed or blank form we will give to you to check and complete when you attend a course. Information must be kept up to date to ensure swift communication and accuracy. This form is also found online.
- 2.10. “Student” is the person partaking in courses we run.
- 2.11. “Sibling” is a brother, sister, half-brother, half-sister, step-brother or stepsister of a particular child.
- 2.12. “Term-Time” denotes the periods throughout the year during which we run regular courses & classes as stated on our Website.
- 2.13. “Waiting List” is a list maintained by us comprising children who would like to join a specific course once a place becomes available or they reach entry criteria.
- 2.14. “You” refers to a person or organization buying products or services from us.
- 2.15. “Your Account” is a notional account you have with Artemis Studios reflecting purchases you have made from us, pay-

- ments we have received from you or payments made on your behalf and credits applied by us or transferred to you.
- 2.16. “Your child” is any child for whom you usually act as the adult contact in your dealings with us and we therefore deem to be in your care. “Children” shall be construed accordingly.

3. Registering for courses

- 3.1. Details of Term-Time dates & shows can be found on our Website, on your invoice, and in the newsletter. It is your responsibility to make yourself aware of these.
- 3.2. Upon registering a student becomes a permanent member of Artemis Studios, on the courses for which they have enrolled.
- 3.3. By registering for course(s) you agree to the recurring fees that will be charged on a termly basis, until you provide notice of withdrawing (see 10. below).

4. Discounts

- 4.1. Sibling/multi saturday class discounts of 10% apply to children of the same family, or a child taking more than one of the following saturday courses; Triple Threat, and Theatre Company courses.
- 4.2. Children taking both Triple Threat Advanced and Dance Majors - Junior Dance Company, will receive an additional discount from their Triple Threat fees to cover the hour of classes which cross over. This discount only applies to the child who is taking both classes, not one sibling in each class.
- 4.3. Sibling or multi saturday class discounts of 5% apply to Dance Majors - Junior Dance Company fees.
- 4.4. *Please note, due to cuts in arts grants, we can't give any further discounts, or discounts on weekday classes.*

5. Payment

- 5.1. The cost of classes, workshops and parties and valid methods of payment are listed on our website. A printed version is available on request, and will be updated termly.
- 5.2. The full cost of any course minus any agreed discounts must be paid in advance on or by the first day of term. If full payment is not received by the first day of term, we reserve the right to suspend all untaken sessions and pursue payment for the full amount agreed at the time of booking. *Payment may be made in up to 3 installments by prior arrangement. This must be agreed in writing by us before term commences. All payments must be complete on or by the final class of term.*

6. Merchandise

- 6.1. All Merchandise must be paid for at the time of purchase.
- 6.2. Merchandise proven to be faulty will be replaced if returned within seven days of purchase.

7. Renewal of class

- 7.1. You will be automatically invoiced at the end of each term for the subsequent term's classes.
- 7.2. The full cost of these courses will be due on or by the start of the subsequent term as per 5.2 above.

8. Joining during a term term

- 8.1. Part term only (being less than twelve consecutive weeks), if you do not join at the start of term, subject to availability you may join part way through a term. You may make payment for the remaining portion of the term, which shall be calculated on a pro rata basis.

9. Switching

- 9.1. If you feel you or your child should be in a different class to

the one you are taking, please discuss this with our staff. Subject to our agreement and class availability, we will arrange to transfer you to the new class at the earliest convenience. Any additional costs will be invoiced on a pro-rata basis and must be paid before commencing the new class.

10. Withdrawing from classes

- 10.1. If you wish to withdraw a student from a particular class or classes, *half a term's notice must be given, in writing, to the directors by or before half term of the current term* of your intention to leave at the end of the current term.
- 10.2. Alternatively, half a term's fees will be charged in lieu of notice to withdraw from classes and you will be removed from the class.

11. Changes and cancellations

- 11.1. All deposits, however paid, are non-refundable, unless we cancel a class.
- 11.2. We may substitute a teacher if the original staff member is unavailable for any reason. Any substitute teacher will be suitably qualified, and will be aware of the syllabus to give uninterrupted service.

12. Returned payments and refunds

- 12.1. We will make an administrative charge of £10 to cover cheques returned unpaid or unreasonably disputed credit card payments.
- 12.2. We reserve the right to claim the amount of the returned payment plus interest.
- 12.3. Refunds are issued in the form in which the original payment was made with the exception of cash, which will be refunded in cheque form.
- 12.4. We will process any refund within 28 days of notifying you that we are issuing you the refund.
- 12.5. No credits or refunds will be issued retrospectively

13. Waiting lists

- 13.1. Prospective customers on the waiting lists in this order:
 - a) Existing Artemis Studios customers attending another Class in the school; then
 - b) Prospective customers who have paid a £50.00 deposit per child; then
 - c) Other children on the Waiting List.
- 13.2. Waiting List deposits are non-refundable but are treated as credits on your account and can be used and transferred in the same way.

14. Uniform

- 14.1. All students are expected to wear the appropriate class clothing. Please refer to individual class requirement sheets for details. Dancers who do not have the appropriate foot wear and clothing will not be permitted to join class, to prevent injury

15. Roles (for terms or classes culminating in a show)

- 15.1. While we endeavor to offer all children a speaking or singing solo role, this is not always possible (or a child may decline a role) and bookings contain no guarantees to this effect. At the start of each term every individual will be asked how much or little involvement they can commit to any given show.

16. Missed Sessions

- 16.1. No refunds or make-up sessions are available for missed classes under any circumstances, unless Artemis Studios have cancelled the class.

17. Removal from class

- 17.1. In the event that we consider:
 - a) you are in breach of any of these Terms and Conditions or any regulations issued from time to time by us;
 - b) the behavior of your child is disruptive or likely to put

other children or staff in danger; or

c) your behavior towards us, other customers, children in their care or our suppliers, agents, managers, subcontractors or employees is disruptive, inappropriate, consistently negligent (including late collection of your child) or likely to bring us or any of our products or services into disrepute, we reserve the right to exclude your child from any activity or part thereof.

- 17.2. When there are outstanding fees on your account, we reserve the right to exclude your child from any activity until satisfactory payment terms have been agreed.
- 17.3. In the event that your child is excluded, no fees or deposits will be repaid to you and we reserve the right to seek payment of the balance of any fees due to us.

18. Health & Welfare

- 18.1. We accept children on the assumption that they are in good health and it is your responsibility to alert us to any medical complaint or history suffered by your child.
- 18.2. We do not accept responsibility for loss or damage arising from errors or omissions on the Registration Form whether completed by you or by another person in charge of your child at the time of completion.
- 18.3. We do not accept liability for death or personal injury to any child attending Artemis Studios or any activity related to Artemis Studios whether organized by Artemis Studios or otherwise save to the extent that such injury shall be caused by the negligence or default of any member of our staff or any other default on our part.

19. Personal Property

- 19.1. We do not accept responsibility for any loss of, or damage to, personal property belonging to you or your child unless to the extent that such loss shall be caused by the negligence or default of any member of our staff or any other default on our part. You agree to replace or repair any damage caused by you or your child to Artemis Studios property, that of staff and other students.

20. Model Release

- 20.1. From time to time, photographs, film, video or audio recordings may be made (by Artemis Studios Staff or approved photographers) during activities for publicity, promotional or broadcast purposes. Please inform us before any such event if you do not wish you or your child to appear or be identified in any such material.

21. GENERAL

- 21.1. These Terms and Conditions and any Registration Forms you have signed constitute the entire agreement between you and us in connection with your booking, purchase or use of our products and services superseding any prior agreements between you and us.
- 21.2. You agree that you have entered into these Terms and Conditions without reliance on any representation, warranty or undertaking by us, which is not set out expressly in these Terms and Conditions.

22. CONTACT

- 22.1. We may contact you by post, telephone, email, text or fax. Notification sent to you by post will be deemed received by you within two working days. Any other notification will be deemed received by you within one working day. It is your responsibility to ensure that we have current contact details for you and all adults authorized to pick up your child. You must also keep us apprised of any changes in the health or other relevant circumstances or you of your child.