

OHANA ACADEMY OF PERFORMING ARTS

Terms & Conditions

Academic Year 2026/27

AD Performing Arts Ltd t/a Ohana Academy of Performing Arts

VAT Registration Number: 525 3449 91

These Terms & Conditions apply to standard tuition and, where stated, private tuition at Ohana Academy of Performing Arts. They are intended to set out clearly how enrolment, fees, attendance, notice, classes and Academy opportunities operate.

1. Joining Ohana

- 1.1.** New students join through the Ohana Welcome Experience, which consists of two consecutive introductory weeks in the agreed class(es), subject to availability.
- 1.2.** A one-off Ohana Welcome fee of £20 is payable before the student's Welcome experience begins. This fee covers the student's two-week Welcome experience together with the administration and onboarding associated with joining the academy.
- 1.3.** The Ohana Welcome fee is non-refundable.
- 1.4.** There is no requirement to purchase Academy uniform during the Welcome Experience. Suitable, comfortable clothing and appropriate footwear should be worn as advised by the Academy.
- 1.5.** At the end of the two-week Welcome experience, the family should notify the Academy whether they wish to continue. If they choose to join, the student's ongoing place will be confirmed subject to availability and payment of any tuition fees due.
- 1.6.** Families must provide accurate contact, emergency and relevant student information and keep these details up to date through the Parent Portal or Academy office.

2. Standard Tuition Fees & Payments

- 2.1.** Standard tuition is priced according to the Academy's current published fee structure. Tuition fees are calculated for the academic year and collected by monthly instalments.
- 2.2.** Invoices are issued electronically on or around the 1st of each month and can be accessed through the Parent Portal.
- 2.3.** Payment is due no later than the 21st of the month in which the invoice is issued and is paid in advance for the following month's tuition.
- 2.4.** Payment must be made using an Academy-approved payment method, including Direct Debit, Standing Order, bank transfer or card payment through the Parent Portal where available.
- 2.5.** It is the parent/guardian's responsibility to ensure payment reaches the Academy by the due date, including where a card or automated payment method has not yet been set up.
- 2.6.** A non-refundable £5 late-payment charge will be added to an overdue balance. Where fees remain unpaid, the Academy may suspend attendance and/or release the student's place after reasonable notice.
- 2.7.** Fees reserve a student's place in a class. No refund or credit is given for student non-attendance, including holidays, illness or other personal commitments.
- 2.8.** All published parent-facing tuition fees are inclusive of VAT where VAT applies. AD Performing Arts Ltd is VAT registered: 525 3449 91.
- 2.9.** Any family, multi-class or other discount is applied in accordance with the Academy's current published eligibility rules. If the number of qualifying classes or other eligibility changes, the applicable discount may also change.

- 2.10.** The Academy may review fees from time to time. Families will be given reasonable advance notice of changes wherever practicable.

3. Withdrawal, Notice & Changes to Classes

- 3.1.** Notice to discontinue a standard weekly class must be given in writing by email to the Academy office, before the payment due date for the following month's tuition.
- 3.2.** To avoid liability for the following month's tuition, written notice must be received before the payment due date for that month. Where notice is received on or after the payment due date, that month's fees remain payable and the student's place remains available for that paid period.
- 3.3.** Example: where September tuition is invoiced on or around 1 August and due on 21 August, notice received on or after 21 August does not cancel the September fees. The withdrawal will take effect after the September paid period.
- 3.4.** Stopping attendance does not itself constitute notice. Notice must be sent in writing to the Academy. Fees will remain due for following months where written notice has not been received as per clause 3.2 & 3.3.
- 3.5.** Where a student wishes to reduce, add or change classes, the Academy will confirm any resulting change to fees and discounts.
- 3.6.** The Academy may recommend or make reasonable changes to a student's class placement where this is considered appropriate for age, ability, safety, progression, class balance or the student's overall development. Families will be informed of significant changes.

Core Training & Enrichment Classes

- 3.7** From **Junior level upwards**, students wishing to participate in Academy enrichment classes are required to attend **at least one core training class each week** as part of their regular Academy programme.
- 3.8** Core classes provide the technical foundation of a student's training and include **Ballet, Tap and Modern/Jazz**, as appropriate to the student's individual pathway. Enrichment classes, including **Acro, Contemporary, Musical Theatre and Street**, are designed to complement and broaden this core training rather than replace it.
- 3.9** Students must therefore remain enrolled in at least one appropriate core class in order to access enrichment classes. Where a student discontinues their final core class, their eligibility to continue attending enrichment classes will be reviewed by the Academy.
- 3.10** Class pathways and appropriate combinations may vary according to a student's age, level, experience and individual training needs. The Principal reserves the right to recommend an appropriate training pathway and to make exceptions to the core and enrichment requirements where there is an appropriate reason to do so.

4. Classes, Timetable & Cancellations

- 4.1.** The Academy reserves the right to make reasonable changes to timetables, teachers, studios, class groupings and class arrangements. Wherever reasonably practicable, families will be notified in advance.
- 4.2.** If a class cannot take place as scheduled, the Academy may provide a suitably qualified cover teacher, reschedule the class, offer an appropriate make-up class or provide another reasonable alternative.
- 4.3.** Where a reasonable replacement or make-up class has been offered, no additional refund or credit will normally be due.
- 4.4.** Where the Academy permanently cancels a paid class and cannot provide a reasonable alternative, any entitlement to credit or refund will be considered for the affected tuition period.
- 4.5.** The Academy is not responsible for a student's inability to attend a rescheduled or alternative class where reasonable notice and an appropriate alternative have been provided.

5. Attendance, Arrival & Collection

- 5.1.** Regular attendance is expected. Consistent attendance supports safe technical development, continuity of training, examination preparation and group work.
- 5.2.** Students should arrive in sufficient time to be ready for class. A late student may be asked to wait until the teacher identifies a safe point to enter.
- 5.3.** No student may enter or leave a class without the teacher's permission.
- 5.4.** Parents/guardians should collect students promptly. If collection is late, the student will be released at a safe and appropriate point and parents/guardians must not enter the studio unless requested.
- 5.5.** A parent/guardian wishing a child to leave the premises unaccompanied must provide written permission to the Academy office.
- 5.6.** Parents/guardians are not normally permitted to watch classes unless invited by the teacher or Principal.

6. Uniform, Hair & Presentation

- 6.1.** Once formally enrolled, students are expected to attend in the regulation uniform specified for their class and to follow the Academy's current hair and presentation requirements.
- 6.2.** Correct uniform allows teachers to observe alignment, placement and safe technical practice. Students may be asked to modify clothing, jewellery or hair where required for safety.
- 6.3.** Long hair should be worn as specified by the Academy for the relevant class. Ballet students are required to wear a bun, while other genres require hair to be secured away from the face and neck. Please ask if you're unsure.
- 6.4.** Uniform requirements do not apply in full during the two-week Welcome Experience unless a specific item is required for safety.

7. Health, Safety & Student Welfare

- 7.1.** Dance and physical training involve an inherent risk of minor injury. The Academy will take reasonable care to provide appropriate teaching, supervision and a suitable environment.
- 7.2.** Parents/guardians and students must inform the teacher, staff member or chaperone as soon as reasonably possible of any injury, illness or condition that may affect safe participation.
- 7.3.** Students who are unwell with a contagious illness, vomiting/diarrhoea, fever or another condition that makes participation unsafe should not attend until they are fit to return.
- 7.4.** Injured students are encouraged to continue attending classes where they are well enough to do so safely, even where they are unable to participate physically. Students can benefit from observing corrections, choreography, musicality and class content, and this is particularly important when preparing for examinations, competitions, shows or other performances. Attendance while injured allows students to remain involved in their training and up to date with work being taught. Any physical participation must be appropriate to the injury and follow relevant medical advice.
- 7.5.** Physical contact may sometimes be necessary for safe correction, spotting, positioning or demonstration. This will be used appropriately and in accordance with the Academy's safeguarding practices.
- 7.6.** The Academy is not responsible for loss, theft or damage to personal belongings unless caused by the Academy's negligence. Items left behind may be placed in lost property.
- 7.7.** Emergency Care- Parents/Guardians are responsible for ensuring that the academy holds current emergency contact and relevant medical information for their child. In the event of illness or injury, the academy will make reasonable attempts to contact the parent/guardian or emergency contact. Where urgent medical attention is considered necessary and a parent/guardian cannot immediately be reached, the academy may contact the emergency services and act reasonably in the interests of the student until a parent/guardian assumes responsibility.

7.8. Medication- Any medication that may be required during academy classes, rehearsals, performances or other activities must be declared to the Academy, together with any relevant instructions. Medication must not be shared between students.

7.9. Nothing in these Terms excludes or limits liability where it would be unlawful to do so.

8. Behaviour & Academy Expectations

8.1. Students, parents/guardians and visitors are expected to behave respectfully towards staff, students, other families, venues and members of the wider community.

8.2. Bullying, harassment, threatening behaviour, abusive communication or conduct that compromises the safety or wellbeing of others will not be accepted.

8.3. Where behaviour gives rise to a serious or repeated concern, the Principal may discuss appropriate action with the family, including changes to participation or, where necessary, withdrawal of a place.

8.4 Social Media & Online Conduct

Students, parents/guardians and those associated with a student are expected to use social media and other online platforms responsibly when referring to Ohana Academy, its staff, students, families, classes, events or premises. Posts or comments must not contain information that is knowingly false or misleading, abusive, threatening, discriminatory or defamatory, nor should they compromise the privacy, dignity or safeguarding of another student, family member or member of staff.

8.5 Raising Concerns

Where a parent/guardian or student has a concern regarding the Academy, its teaching, facilities, staff or an incident that has occurred, we strongly encourage the matter to be raised directly with the Principal in the first instance so that the Academy has a reasonable opportunity to understand, investigate and respond to the concern. Nothing within these Terms is intended to prevent a parent, guardian or student from expressing an honestly held opinion, leaving a genuine review, making a legitimate complaint or exercising any legal right.

8.6 Where online conduct involves serious or repeated abuse, harassment, safeguarding concerns, disclosure of confidential information, or knowingly false or misleading statements which may cause harm to students, staff or the Academy, the Principal reserves the right to take reasonable and proportionate action. This may include requesting that material is corrected or removed and, in serious circumstances, reviewing the student's continued place at the Academy.

8.7. Students representing Ohana Academy at shows, competitions, auditions, examinations or professional opportunities are expected to conduct themselves in a professional, polite and respectful manner. Any required Academy presentation or teamwear must be worn as communicated.

8.8 Safeguarding- Ohana Academy is committed to safeguarding and promoting the welfare of children, young people and adults. Students, parents/guardians, staff and visitors are expected to comply with the academy's safeguarding policies and procedures. Communication between staff and students must take place through appropriate academy- approved channels and in accordance with our safeguarding practices.

8.9 Photography & Filming by Families- Photography or filming by parents, guardians or visitors is only permitted where authorised by the academy. Where permission is given, families must respect the privacy and safeguarding of other students and must not publish identifiable images or footage of another child without appropriate permission.

9. Examinations, Pointe Work, Competitions, Associate Programmes & Progression

9.1. Examinations, pointe work, competitions and other progression opportunities are offered when the relevant teacher and Principal consider the student ready.

9.2. Readiness may include the examining body's age requirements together with technical standard, strength, placement, musicality, artistry, knowledge, attendance, maturity, safe practice and overall preparedness.

- 9.3.** Progression through a syllabus level does not automatically guarantee entry at the next available examination session. Examination entry is a professional teaching decision, with the final decision resting with the Principal.
- 9.4.** The Academy's aim is to develop the whole dancer. Examinations are important milestones within training but are not the sole measure of progress.

9.5 Examination Sessions

Ohana Academy generally provides examination opportunities throughout the academic year. **RAD Ballet examinations** are normally offered twice during a non-show academic year: once at the **beginning of the Spring Term** and again towards the **end of the Summer Term**. **ISTD examinations** are normally offered **once per academic year, around the Easter period**.

During an **Academy show year**, the examination schedule will normally be adjusted to allow sufficient time for show preparation. In these years, the Academy will generally hold its main examination session at the **beginning of the Spring Term**, after which the focus within classes will increasingly move towards show preparation and performance work.

Examination sessions are subject to candidate numbers, examiner and examining-body availability, and the wider Academy calendar and therefore cannot be guaranteed. The availability of an examination session does not automatically guarantee that an individual student will be entered. All examination entries remain subject to the student's **age eligibility, technical standard, overall readiness and the professional judgement of their teacher and the Principal**, in accordance with the examination and progression terms above.

- 9.6.** Students representing the Academy in a particular genre through competitions, auditions or professional work may be required to maintain regular weekly training in that genre and to meet any additional published team or programme requirements.
- 9.7.** Examination, competition, costume, entry, coaching, workshop, intensive and similar additional opportunity fees are separate from standard tuition unless the Academy expressly states otherwise.

9.8 Associate Programmes, Summer Schools & External Training

Ohana Academy supports students wishing to explore appropriate associate programmes, intensives and external training opportunities. We ask that these opportunities are discussed with the Principal before applications are made so that we can advise on their suitability and how they complement the student's existing training and individual pathway.

- 9.9** Associate programmes and external training should complement, rather than replace, a student's regular core training. Consideration should be given to the student's age, current training commitments, technical development, physical wellbeing, academic commitments and the overall benefit of the proposed programme.
- 9.10** Students and families are encouraged to choose external opportunities purposefully. Participation in multiple associate programmes, intensives or additional training does not in itself determine a student's level or rate of progression. The Academy's priority remains the student's overall development, appropriate workload and quality of training.
- 9.11** Where an application requires a recommendation, reference, endorsement, photograph, information about the student's training or approval from their dance school/Principal, sufficient notice must be given to the Academy before the application deadline.
- 9.12** Families should keep the Academy informed of any associate programme or regular external training undertaken by the student, particularly where this may affect their Academy timetable, attendance, examination preparation, rehearsals, competitions or performances.

10. Shows, Performances & Additional Events

- 10.1.** The Academy may offer shows, festivals, workshops, intensives, community events and other performance or development opportunities throughout the year.
- 10.2.** Participation requirements, rehearsal expectations, costs, costumes, tickets and deadlines will be communicated separately for each event.

- 10.3.** Show and performance work forms part of students' wider development and may be incorporated into normal classes during production periods.
- 10.4.** Where a student commits to an event involving external costs, entry fees, costumes, venue costs or other non-recoverable expenditure, the Academy may be unable to refund those costs after the stated commitment deadline.
- 10.5 Bi-Annual Academy Show**
All students are **strongly encouraged to participate in Ohana Academy's bi-annual Academy show**. The show is an important part of the wider training and student experience at Ohana, giving students the opportunity to apply the technique and skills developed in class within a live performance environment.
- 10.6** Participation in the Academy show supports the development of performance quality, artistry, musicality, confidence, stamina, spatial and ensemble awareness, teamwork, stagecraft and the ability to learn, retain and perform choreography.
- 10.7** During a show year, class content will increasingly include show preparation and choreography as the production approaches. Students who choose not to participate should therefore be aware that show work will still form part of the normal class programme during this period.
- 10.8** Families will be given advance notice of show dates and relevant commitments wherever possible. Students participating in the show will be expected to attend required rehearsals and comply with deadlines relating to participation, costumes and other production arrangements.
- 10.9** Choreography & Creative Material- Choreography, teaching materials and other original creative content created for students by the academy or its teachers remains the intellectual property of the academy and/or the respective creator. Competition routines and other original choreography must not be taught, reproduced, distributed or used outside the academy without prior permission.
- 10.10** Sharing Choreography online- Students and families are asked not to publish full competition routines, unreleased show material or other original academy choreography online before its intended performance without permission from the academy. This includes recordings from classes, rehearsals and private tuition.

11. Private Tuition

- 11.1** Private tuition is arranged separately from standard weekly classes and is subject to teacher and studio availability.
- 11.2** Students participating in festivals and competitions will normally be asked to provide their availability for private tuition through the relevant **Festival WhatsApp group**. Families are responsible for responding within the requested timeframe so that the private lesson schedule can be organised.
- 11.3** Students who are not part of the Festival/Competition programme and wish to arrange private tuition should contact the **Academy office by email**. Private lessons should not be arranged directly with individual teachers unless authorised by the Academy.
- 11.4** Once private tuition has been allocated and confirmed, an invoice will be issued. Private tuition should preferably be paid by **cash or bank transfer** and payment must be made in accordance with the payment deadline stated on the invoice.
- 11.5** If a student is unable to attend a booked private lesson, the Academy should be notified as soon as possible. Where reasonably possible, we will endeavour to reschedule the lesson or offer the allocated time to another student.
- 11.6** Where a private lesson **cannot be rescheduled or the allocated time cannot be filled by another student, the full lesson fee remains payable**. This is because both the teacher's time and studio space have been specifically reserved for that student.
- 11.7** Where the Academy is able to successfully reallocate the lesson to another student, the original student will not be charged for that lesson.
- 11.8** Students arriving late for private tuition will normally receive only the remaining portion of their booked lesson. Lessons cannot run beyond the allocated time where this would affect subsequent students, teachers or studio bookings.

11.9 Private tuition is intended to complement a student's regular training. The Academy reserves the right to advise on the appropriate frequency, content and teacher for private tuition based upon the student's individual training needs.

11.10 Where private tuition is being used in preparation for an examination, competition, festival, audition or performance, regular attendance at the student's relevant weekly classes remains important and private tuition should not be regarded as a substitute for their core training.

12. Photography, Data & Communications

12.1. Personal information is handled in accordance with the Academy's Privacy Policy and applicable data-protection requirements.

12.2. Photography and filming permissions are managed through the Academy's consent process. Families should keep their permissions up to date and contact the Academy if they wish to discuss or change them.

12.3. Operational information, invoices, timetable changes and other important notices may be sent electronically to the registered parent/guardian contact details. Families are responsible for keeping those details current and checking Academy communications.

12.4 Parents/Guardians are responsible for ensuring that all information held by the academy remains accurate and up to date, including contact details, emergency contacts, medical information, SEND information, allergies, medications, collection arrangements and relevant permissions. The Academy must be notified promptly of any material change.

13. General

13.1. These Terms & Conditions apply alongside any separate written terms issued for a specific programme, event, competition team, private-tuition arrangement, voucher or promotion. Where specific terms apply, they will be identified at the time.

13.2. If any provision of these Terms is found to be unenforceable, the remaining provisions will continue to apply.

13.3. The Academy may update these Terms & Conditions where reasonably necessary. Families will be notified of material changes.

13.4. Payment of the first tuition invoice following enrolment, and continued attendance, thereafter, constitutes acceptance of the current Terms & Conditions whether or not a separate signed copy is returned.

13.5 Class placements & age ranges- published age ranges are provided as a general guide. Final class placement may take into consideration a student's age, ability, experience, maturity, individual needs, safety and overall development. The Principal and teaching faculty reserve the right to recommend the class or level considered most appropriate for the student.

13.6 Outstanding balances when leaving the academy- Withdrawal from the academy does not remove liability for any tuition fees, private tuition, examination fees, competition fees, costumes or other charges that became payable before the student's leaving date.

13.7 Exceptional circumstances- Where classes or Academy activities are affected by circumstances outside the academy's reasonable control including but not limited to severe weather, utility failure, emergency venue closure, government restrictions or other unforeseen events the academy will take reasonable steps to provide an appropriate alternative where practicable. This may include rescheduling, relocating, alternative delivery method or other reasonable adjustment.

13.8 These terms and conditions should be read along side the academy's current policies and procedures, including safeguarding, privacy, and data protection, photography and filming, and health and safety, together with any programme-specific requirements. Relevant policies are updated annually and are available from the academy upon request.

Parent / Guardian Acknowledgement

Parent/Guardian Name: _____

Student Name(s): _____

Signature: _____ Date: _____

Note: A signature is not required for the Terms to apply where acceptance has otherwise occurred in accordance with clause 13.4.