CANDICE CONWAY THEATRE SCHOOL

Terms & Conditions

Including Payments, Refunds and Class Policies

Effective date: October 2026

These Terms & Conditions apply to bookings made with Candice Conway Theatre School (CCTS). They should be read alongside any specific booking information, policies and separate agreements provided for individual services, including LAMDA tuition.

1. Introduction

These Terms & Conditions set out the basis on which Candice Conway Theatre School provides theatre education, performing arts classes, holiday camps and related services.

By booking a place for your child, you confirm that you have read and understood these Terms & Conditions and agree to them, subject to your statutory rights.

The parent or guardian making the booking is responsible for ensuring that all information supplied is accurate and for meeting the applicable payment obligations.

2. Services

CCTS provides theatre education and performing arts activities for children and young people. Services may include term-time classes, holiday camps and LAMDA tuition.

Specific details, including class dates, times, venues, fees and any additional requirements, will be provided during the booking process or in the relevant service information.

3. VAT and Pricing

Candice Conway Theatre School is a VAT-registered business.

All published prices are VAT-inclusive where VAT applies. The advertised price is the total price payable for the service, and no additional VAT will be added on top of the advertised fee.

CCTS will account for VAT in accordance with applicable tax legislation. Any pricing arrangements introduced by CCTS in connection with VAT will be reflected in the fees communicated to families.

4. Booking and Payment

A child's place is confirmed once the required payment has been received, either by invoice or through the online booking system, unless CCTS confirms otherwise in writing.

All fees must be paid in full before the start of the relevant term or programme, unless an alternative payment arrangement has been agreed in writing.

If payment has not been received by the required date, CCTS reserves the right to withhold attendance at the first and subsequent classes until the outstanding balance has been settled.

Failure to pay by the required date, following reminders from CCTS, may result in an administration fee being applied where permitted by law and where the fee has been appropriately communicated.

Payments made through our online booking system may be processed securely by Stripe. Where Stripe processes your payment, its applicable terms and privacy information will also apply to its services.

5. Late Payment

If fees remain unpaid after the term has begun, CCTS will contact the responsible parent or guardian to request payment.

Where payment remains outstanding following reminders, CCTS may seek to recover reasonable, lawful costs arising from late payment. Any late payment charge must be disclosed in advance, be fair and proportionate, and comply with applicable law.

CCTS reserves the right to suspend attendance while fees remain outstanding, subject to applicable legal requirements and any agreed payment arrangements.

6. Term Commitment, Withdrawals and Refunds

When a place is booked for a term, CCTS makes arrangements for staffing, venues and class capacity on the basis of the booking.

Parents and guardians should therefore consider their availability and commitment carefully before enrolling their child.

Where a parent or guardian chooses to withdraw their child after booking, fees may remain payable in accordance with the agreed booking terms and applicable law. Any cancellation charges or sums retained must be fair and proportionate to the circumstances.

Refunds are not normally available for trial sessions once the booked session has taken place.

Nothing in this section excludes any cancellation, refund or other rights that a parent or guardian may have under applicable consumer law.

7. Missed Sessions, Cancellations and Force Majeure

Regrettably, we are unable to offer refunds for any sessions missed due to illness, holidays, personal circumstances, or any other reason where your child is unable to attend.

Force Majeure refers to circumstances beyond the reasonable control of CCTS which prevent or affect the delivery of classes. This may include, but is not limited to, host school or venue closures, venue unavailability, emergency closures, adverse weather, fire, flood, utility failures, public health emergencies, government restrictions, or other unforeseen events.

Where a class is unable to take place due to a Force Majeure event, including a cancellation or closure by a host school or venue, CCTS will not normally provide a refund, credit, or replacement session.

CCTS will, however, consider reasonable alternatives where possible, including rescheduling, online delivery, or other arrangements. Any alternative offered will be at the discretion of CCTS.

CCTS will endeavour to provide notice as soon as reasonably possible where a class is affected by a Force Majeure event.

8. Late Collection Policy

Children must be collected by their designated pick-up time. Children cannot remain at classes or after-school clubs beyond the agreed collection time unless CCTS has expressly agreed to an alternative arrangement.

Parents and guardians are responsible for ensuring that their child is collected promptly.

Where a parent or guardian is late collecting their child, a late collection charge may apply to help cover additional staffing costs. The charge is:

- £5 for the first five minutes.
- An additional £5 for every subsequent five-minute period.

If you expect to be late, you must notify CCTS as soon as possible.

If CCTS has not been notified and a parent or guardian is more than five minutes late, we may contact the emergency contacts provided on the booking form to arrange collection by another authorised person.

CCTS will take reasonable steps to safeguard the child while awaiting collection.

9. Behaviour and Conduct

CCTS aims to provide a safe, inclusive and supportive learning environment for all children.

We expect children to behave respectfully towards other students, teachers, staff and venue personnel and to follow reasonable instructions relating to safety and participation.

CCTS reserves the right to take appropriate action where a child's behaviour is persistently disruptive, prevents others from participating fully, or poses a risk to themselves, other children, staff or the safe running of a class.

Depending on the circumstances, this may include speaking with the parent or guardian, agreeing a behaviour plan or, where necessary, removing the child from a class or programme.

Any decision to discontinue a child's participation, and any refund or credit arising from that decision, will be considered in light of the circumstances, the applicable booking terms and relevant legal obligations.

10. Class Changes

CCTS reserves the right to make reasonable changes to class times, venues, teachers or class arrangements where necessary.

We will endeavour to provide as much notice as reasonably possible of any changes and to maintain the overall quality of our provision.

If a change materially affects the service booked, CCTS will communicate the available arrangements to affected families, taking account of the circumstances and applicable consumer rights.

11. Photography and Media Consent

Photos or videos may occasionally be taken during classes for promotional purposes, including our website, social media channels, or printed materials.

When booking through our website, parents and guardians will be asked to confirm their preference by selecting either **“I consent”** or **“I do not consent”** to their child being included in photography or video recordings for these purposes.

If you do not wish your child to be included, please select **“I do not consent”** when completing the online booking form. You may also notify us of your preference in writing.

CCTS will respect the consent preference provided and handle all photographs and recordings in accordance with applicable data protection legislation and our privacy policy.

12. Intellectual Property

All content published on the CCTS website, including text, photographs, graphics, logos and other materials, belongs to CCTS or its relevant licensors unless otherwise stated.

Content must not be copied, reproduced, distributed or adapted for commercial purposes without prior permission, except where permitted by law.

13. Website Use

You agree to use the CCTS website lawfully and responsibly.

You must provide accurate information when using our website or booking services and must not knowingly misuse the website, interfere with its operation or attempt to gain unauthorised access to its systems.

CCTS may take reasonable steps to protect its website and services against misuse.

14. Liability

CCTS will provide its services with reasonable care and skill and will comply with its applicable legal obligations.

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

Subject to the above, CCTS will not be responsible for losses that are not reasonably foreseeable or for losses arising from circumstances outside its reasonable control, except where applicable law provides otherwise.

15. Changes to These Terms & Conditions

CCTS may update these Terms & Conditions from time to time to reflect changes to its services, policies or legal obligations.

The latest version will be published on our website, together with its effective date.

Where a change materially affects an existing booking or contractual arrangement, CCTS will communicate the change as appropriate and will not rely on a change to remove rights already agreed or protected by law.

16. LAMDA Terms & Conditions

LAMDA tuition is subject to a separate LAMDA Agreement, which will be sent to parents and guardians for reference.

By paying the relevant term fees, parents and guardians confirm their agreement to the LAMDA Agreement, subject to applicable law.

If a parent or guardian wishes to withdraw their child from LAMDA sessions, one full academic term's written notice must be provided in accordance with the separate agreement. Fees may remain payable during the applicable notice period.

If CCTS needs to cancel a LAMDA class because of illness, venue issues or other unforeseen circumstances, we will endeavour to reschedule the session or offer an appropriate alternative where possible.

If a child misses a LAMDA session because of illness or personal circumstances, a refund or replacement session will not normally be offered. CCTS will endeavour to help the student keep up with any work missed.

The separate LAMDA Agreement should be read alongside these Terms & Conditions.

17. Governing Law

These Terms & Conditions are governed by the laws of England and Wales, subject to any mandatory consumer protection laws that apply.

18. Contact Us

For questions about these Terms & Conditions, bookings, payments or our services, please contact:

Candice Conway Theatre School

Email: theatreschool@candiceconway.co.uk

19. Acceptance of Terms & Conditions

By booking a place with Candice Conway Theatre School, the parent or guardian confirms that they have had the opportunity to read these Terms & Conditions and agree to the terms applicable to their booking, subject to their statutory rights.

These Terms & Conditions form part of the agreement between CCTS and the parent or guardian responsible for the booking.