



TERMS & CONDITIONS

Date Adopted: July 2026

Next Review: July 2027

Organisation: Grove Studios

Membership at The Grove Studios is open to all, subject to the following Terms & Conditions. By booking a place you agree to these conditions in full.

Liability

The Grove Studios accepts no responsibility for loss or damage of personal belongings while on the premises, and no liability for any injuries sustained whilst participating in a class or on the premises. Staff/teachers must be notified of any changes to information provided on the booking portal.

Staff

All staff, including cover teachers brought in at short notice, are qualified, experienced and DBS-checked. Volunteer class assistants and trainees on placement are also DBS-checked.

Supervision & Watching

Teachers supervise for the duration of the class only. Students must get full permission from staff before leaving class. Parents/carers are not permitted to watch classes unless specifically invited. If a child is new or particularly unconfident, parents/carers may sit in for the first ten minutes of one class at the Site Manager's discretion.

Behaviour

Racist, sexist and other offensive language and behaviour is not tolerated. The Grove Studios reserves the right to terminate membership without notice — the final decision rests with the Principal. The behaviour of staff, parents and students must always follow our Code of Conduct. Pets are not permitted on the premises for health and safety reasons.

Uniform

- Students must not wear school uniform to any class — correct dance/fitness clothing is required for health, safety, child protection and a sense of belonging
- All t-shirts, shoes and bags must be clearly labelled — lost property is donated to charity at the end of every term
- Strictly no jewellery, including earrings (unsafe during physical activity)
- Hair must be tied back from the face for all classes
- Second-hand shoes and clothing are often available at a greatly reduced rate — donations of good-condition dancewear are welcome
- Shop Grove Studios & Robyn Academy branded dancewear at rddancecostumes.co.uk/collections/grove-studios

Attendance

- Children must arrive and be collected promptly — please aim to arrive 5 minutes before the class starts
- Latecomers must wait outside until an appropriate time to join the class
- Children arriving more than 15 minutes late may be refused admission to avoid disrupting the class
- The Grove Studios will aim to give at least one week's notice of any changes to venue or class time

Illness & Injury

Students must not attend if they are unwell or have an injury preventing full participation. This includes any contagious illness such as Chicken Pox, Head Lice, Cold, Flu or COVID-19 symptoms.

Food

Chewing gum, fizzy drinks and hot food are strictly forbidden on the premises unless prior permission has been granted.

Child Collection

Teachers ensure each child leaves with an authorised adult. If a parent/guardian does not collect on time:

1. The teacher will contact the parent/guardian directly
2. If unreachable and the teacher must leave, the entire Grove Studios Management Team is notified and a team member will remain with the child until another arrives
3. If no adult is reachable, the child will be taken to the nearest police station — the parent/guardian will be informed of the child's location and all contact details provided to police

Booking & Priority

All classes must be booked in advance via our online portal (Pebble) — no pay-on-the-day. A two-week priority booking window opens before general booking each term. Placement priority:

4. Current students continuing the same course
5. Current students changing or adding courses
6. Siblings of current students
7. Waiting list — new students

Waiting list members are contacted in list order — if unavailable, the next member is contacted immediately.

Payment

At Robyn Academy, tuition fees are paid by monthly subscription. We operate for 34 weeks each year during the academic term. The annual tuition fee is divided into 12 equal monthly payments, making it easier to budget throughout the year.

Taboo classes are pay-as-you-go — payment must be received no later than 15 minutes before the class ends. It is advisable to book Taboo classes in advance to secure your place.

All payments are made via the online booking portal (Pebble). If payment is not received and the office has not been contacted, the place may be offered to another student. The Grove Studios

reserves the right to withhold services for outstanding payments and may share data with debt collection agencies to recoup monies owed.

Cancellation

A minimum of one term's notice is required for termly bookings — fees for the notice term remain payable. The Grove Studios may cancel a course due to circumstances beyond its control, in which case customers will be offered an exchange or, in rare cases, a full refund. The Grove Studios reserves the right to cancel a course with fewer than seven participants, offering a pro-rata refund or alternative placement. Single cancelled classes will be treated as postponed and rescheduled.

Refunds

No refund is given for non-attendance. A full refund is given if a chosen course is fully booked on receipt of payment. Holiday courses are non-refundable.