

## **Class Act Drama Centre**

### **Weekend Programme Day Courses, Seminars, Private Coaching Lessons- Terms & Conditions**

#### **1. Booking and Confirmation**

1.1 Class Act Drama Centre can only accept bookings once an online form has been completed and full payment made.

2.1 Class Act Drama Centre cannot accept bookings by telephone or "provisional" bookings.

3.1 Submission of an application enrolment form indicates the participant agrees to the terms and conditions set out and will be charged the appropriate full course fee.

4.1 Once both an online booking form and payment is received, Class Act Drama Centre will endeavour to confirm bookings within three working days. This is dependent on the accuracy of information submitted in the application enrolment form by the applicant. Should no confirmation be received within this time it is the responsibility of the applicant to contact Class Act Drama Centre administration. A booking confirmation will be sent to you via email. Copies of the Terms & Conditions are available upon request.

5.1 Where there is over-subscription for a course, the order in which applications are received shall determine their priority (first come, first served basis).

6.1 Class Act Drama Centre reserves the right to refuse the application of an applicant.

7.1 Completing an online weekend programme booking form, or providing will be counted as binding and the equivalent of a signed paper booking form. Tutors will not accept any students upon a course that have not completed a booking form and cannot

accept drop ins.

8.1 Online Booking forms for Free Tasters and Open Evenings for 12 Week Courses are not applications to start a class or course. Nor are they booking forms for Weekend Programme Classes & Courses.

9.1 By making payment in full you are accepting the full terms and conditions and are liable to pay for the full course whether you attend or not.

10.1 Booking is complete once both an online form has been submitted, payment made and a booking confirmation code issued, which includes a unique Student Member Identifier Number. Class Act Drama Centre will email booking confirmation codes and confirmation details 72 working hours after forms are completed online and payments have cleared. Should you wish to cancel a course, the following refund policy exists in relation specifically to Weekend Programmes only. This refund policy does not cover 12 & 15 Week Evening Courses ( please see the relevant Withdrawal Policy ). This Weekend Programme Refund Policy is considerate of tutor's livelihoods, class and class resource preparation, specific teaching prep and tailoring, which will already have been undertaken on behalf of a student whether they attend or not. If a course/class is cancelled within 7 days of its scheduled date by the student then a full refund will be given. Cancellations must be made by telephone to either 0121-244-3214 or 07951-370-585 where upon a cancellation code will be issued within 72 hours, emails will not be accepted. Refund payments may take up to 28 days to process. Courses or classes cancelled within 7 days of their scheduled date or on the date of the class by the student will not be refunded. In exceptional circumstances credits towards another course maybe considered at the Centre's discretion, credits will not be offered towards Private Coaching Lessons that are cancelled within 7 days of their scheduled date ( by the student ) as tutors will have travelled to and prepared content on the student's behalf. Should a

tutor be absent or ill, then a student will be contacted immediately, providing the details within their supplied booking form is accurate. In such instances of tutor absence a full refund will be given and an alternative date offered. The Centre accepts no responsibility if a student cannot be contacted due to inaccurate information supplied on booking forms. The Centre accepts no responsibility towards travel costs, however in the event that the class/course cannot run due to tutor absence then credits towards another class/course will be offered. Bookings are only secured when a payment and booking form have been completed which need to be 7 days prior to the date of the course to guarantee a place.

11.1 At enrolment students are required to disclose medical and special educational needs that may impact their ability to participate fully in the course. Disclosed information is kept in the strictest of confidence in line with our GDPR policy. Our staff will firstly attempt to find a teaching solution for your concerns, if needs are not disclosed until after the course has started. However, the centre cannot be held responsible for undisclosed conditions and any refund after the 14 days cancellation period would be at the Centre's discretion and dealt with on a case by case basis.

## **2. Location and Start date/time**

1.2 All courses commence on the date, time and at the location specified in the booking confirmation.

2.2 Whilst confirmation instructions will include details about the location of the course, parking suggestions are made in good faith only. Participants parking and travel arrangements are taken at their own risk.

## **3. Course Content and Prerequisites**

1.3 All participants are required to fully familiarise themselves and research course contents.

2.3 The topics covered in a day course can be emailed upon request. Applicants should ensure that the content is appropriate before booking.

3.3 Class Act Drama Centre tutors reserves the right to teach course content in a way that they deem effective, provided the methods used still meet the advertised description for that course.

#### **4. Rescheduling or Cancellation by Class Act Drama Centre**

1.4 Where a course is under-subscribed, Class Act Drama Centre reserves the right to change or cancel such a course. In the unlikely event of this happening, or of course cancellation through other unforeseen circumstances (e.g. illness) participants will be informed as soon as possible and offered an alternative course place or full refund. In the event of cancellation of a course, Class Act Drama Centre cannot be held responsible for non-refundable costs incurred such as travel and accommodation. Please see section 12 for information about minimum and maximum numbers per course class on weekend programmes.

#### **5. Events outside our control**

1.5 Class Act Drama Centre will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control (Force Majeure Event).

2.5 A Force Majeure Event includes any act, event, non- happening, omission or accident beyond our reasonable control and includes in particular (without limitation) strikes, lock-outs or other industrial action; civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war; fire, explosion, storm, flood, severe snow, earthquake, subsidence, epidemic or other natural disaster; impossibility of the use of railways, shipping, aircraft, motor transport or

other means of public or private transport; impossibility of the use of public or private telecommunications networks; the acts, decrees, legislation, regulations or restrictions of any government.

3.5 Class Act Drama Centre's performance under any Contract is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period.

## **6. Pricing**

1.6 The fee for a place on a regional course is payable in pounds Sterling.

2.6 No cash alternative is available for participants who do not take classes that are part of a course.

3.6 No cash alternative is available for Free Taster sessions.

4.6 Courses cannot be paid for in any instalments.

5.6 By making payment in full you are accepting the full terms and conditions.

## **7. Cancellation, Transfer and Failure to Attend Courses –**

1.7 Once an booking form has been submitted and payment received, any non-attendance leaving an unfilled place will incur the full course charge. Should a participant wish to transfer to another course, notice must be given at least one week in advance of the original course. The option to transfer to another course/class will be at the discretion of Class Act Drama Centre's Head Office.

2.7 Late arrivals to a class will not be refunded or partially refunded.

3.7 Our staff will make every effort to enable late arrivals to access the teaching studio

and will provide a contact telephone number to enable that access.

4.7 If you have a concern, complaint or compliment please see our Complaints and Compliments Policy.

## **8. Copyright**

1.8 All notes and handout materials developed by Class Act Drama Centre are for course participants only and are protected by copyright. They may not be reproduced wholly or in part without prior written consent from Class Act Drama Centre

2.8 Materials used during a course are to be used for the duration of the course only and should not be copied, emailed or distributed in any way.

3.8 Taking photos and or the use of video cameras throughout courses via any device is strictly prohibited and any participant who is found to have recorded any course footage will be reported to onsite security who will confiscate such technologies and delete data. Participants will then be asked to leave the course with immediate effect. Refunds will not be issued under these circumstances. Please see our GDPR policy for further details.

4.8 The use of our logo or website imagery is strictly prohibited

5.8 To protect the copyright of all contributors ( crew, actors & post production staff ) filmed footage within Acting For Camera or Screen Acting based courses requires consent. Therefore student members undertaking filming courses will be required to complete a Contributor's Release form in order to participate in any class footage. A copy of the form is available upon request. Failure to complete a form will mean that a student member is unable to participate fully in the course or create footage for their show reel material if relevant. No refunds will be given for courses should a student member fail to complete the form in good time. Contributors release forms will be

handed out by tutors at the beginning of any day course. In the interests of fairness footage will still not be uploaded online in any format without the further express permission of a student member after viewing proposed release footage, consent will be collected in writing from all student members within the footage including production staff. Staff will endeavor to only choose the very best footage for marketing purposes online.

## **9. Confidentiality**

1.9 Save as required by law or in respect of information which is already in the public domain through no breach by you of the provisions of this clause you shall keep in strict confidence all know-how, inventions, processes or initiatives which are of a confidential nature and have been disclosed to you by us (or our employees, agents, consultants or sub-contractors) and any other confidential information concerning our business or the Course / Course materials which you may obtain.

2.9 Class Act Drama Centre tutors will not repeat any sensitive or personal information that is publically or privately shared /discussed by participants during the course and will expect all participants to respectfully do the same with regards to their course peers. Please see our GDPR policy for further details.

## **10. Local Conditions**

1.10 Participants bringing along valuables and personal property do so at their own risk and are responsible for their safety. Class Act Drama Centre cannot be held liable for loss or damage to personal items.

2.10 All travel arrangements are the responsibility of participants. Teaching staff cannot facilitate local transport or other arrangements.

3.10 Class Act Drama Centre cannot take any responsibility for participants parking decisions in and around the teaching site. Please read parking signs carefully as clampers do operate within the area.

4.10 Class Act Drama Centre cannot take any responsibility for participant's safety or journey to and from the teaching site.

## **11. Course Content & Guarantees**

1.11 Your success in building any career is dependent on a number of factors. We give no guarantee that by attending and/or completing our course that you will experience success in any business, industry or activity.

2.11 Class Act Drama Centre takes no responsibility for participant's personal use of their teaching strategies after the course.

3.11 Class Act Drama Centre guarantees highly experienced and qualified and police checked teaching staff.

4.11 Paper notes can be supplied to participants for missed classes where relevant.

## **12. Participation**

1.12 Class Act Drama Centre tutors will strive to create a positive and inclusive environment during their course and will expect participants to do the same.

2.12 Class ratios will range from a minimum of 1 students to a maximum of 10 for Day Courses. This will mean that if the only booking is yours the course class will still run and the tutor will tailor the course to an individual, which effectively will become a privately coached course at no additional cost. No refunds will be offered to students who do not wish the course to run as they are the only participant. Please consider this



carefully before booking. Private Coaching Lessons are booked for individuals only.

3.12 The Centre take no responsibility for behavior of individuals within your course nor undisclosed conditions. The Centre will however follow a termination procedure as outlined in section 13 if they deem an individual to be disruptive. Please keep tutors fully informed at your earliest convenience of any disruptive behavior by a class peer that tutors may not be aware of that could affect your studies.

### **13. Termination**

1.13 Class Act Drama Centre reserves the right to terminate the contract immediately without liability if you cause disruption during a class/course or take any action which brings us (or any of our employees, agents, consultants, sub- contractors, students) into disrepute or adversely affects our goodwill or reputation.

### **14. Data Protection**

1.14 You agree that we may use your personal data in accordance with and subject to the Data Protection Act 1998 and General Data Protection Regulation. Please see our GDPR policy for further details.

### **15. Health & Safety**

1.15 Tutors will undertake a health and safety briefing at the beginning of each course.

2.15 Tutors will expect participants to undertake physical acting exercises as per their safety instructions and at their own risk.

3.15 Tutors will give attending students a toilet key and a map to the toilets and accompanying health and safety instructions relevant to navigating the building whilst locating these facilities.

