



Southern **Arts** Academy

Southern Arts Academy
Academic Year 2020/21
Invoicing Terms & Conditions

A handwritten signature in black ink, appearing to read 'Katrina Excell', is positioned above the printed name.

Katrina Excell
School Principal

Southern Arts Academy
West Lodge
Thompsons Lane
Denmead
Hampshire
PO7 6NB

V2 Issued: 01/09/2020

TERMS & CONDITIONS

By enrolling in SAA classes you are agreeing to and understand the following terms and conditions.

Definitions

- 'Southern Arts Academy' has been shortened to 'SAA'.
- 'Katrina Excell, School Principal' has been shortened to 'Katrina' who is contactable at katrina@southernarts.co.uk
- 'Charlotte Pilkington, School Administrator' has been shorted to Charlotte who is contactable at admin@southernarts.co.uk
- 'Term' refers to Southern Arts Academy's 6-8 week block of classes that follow school half terms. A break down of our term dates can be found on our website here: <http://www.southernarts.co.uk/72/term-dates>

Termly Dance Class Fees

- Invoices for regular dance classes will be distributed in the last fortnight of the preceding term. For example Term 2 invoices will be sent in the last fortnight of Term 1 so invoices are settled by October Half Term.
- Invoices are due within 14 days of issue unless warned otherwise.
- All students must be enrolled with Charlotte for the classes they attend. Unregistered students will not be allowed to participate in the class.
- Class times are subject to change at the discretion of Katrina.
- Invoices are payable for a full term regardless of attendance unless explicitly arranged with Katrina or Charlotte.

Adhoc Fees (Competitions, Showcases, Workshops, Examinations & Uniform etc)

- Invoices for adhoc fees are distributed when the occasion arises.
- Invoices are due within 7 to 14 days of issue, unless you have obtained prior consent from Charlotte.
- Warning of upcoming costs will be provided at SAA's earliest convenience.

TERMS & CONDITIONS

New, Returning & Existing Students Fees

- To help cover insurance, student account licensing and admin fees...
 - Existing students are required to pay an annual £10 Registration Fee at the end of each academic year. This broken down into:
 - £5 Enrolment Fee (non-refundable)
 - £5 Deposit which will be taken off of your Term 1 (2020/21) Invoice in September
 - Returning students are required to pay the £5 Enrolment Fee (non-refundable) upon re-enrolling at SAA.
 - New students are required to pay a one off £10 Registration Fee.

Payment Methods

- Payment can be made by BACS or cash in a named envelope
- Further payment details can be found on all invoices
- Invoices are sent via email from Xero. Please ensure the following address is in your safe senders list: messaging-service@post.xero.com

Invoice Queries

- Balance statements are available at any time by contacting Charlotte via email.
- Receipts will only be provided upon request from Charlotte via email.

Fees & Discounts

- Details of class costs and discount schemes can be found on our website here: <http://www.southernarts.co.uk/73/class-fees>
- Fees are subject to change at Katrina's discretion and SAA will notify you in advance of any increase in fees.

Credit Notes

- Credit notes are issued to cover circumstances such as cancelled classes or long term absence through injury or illness. All credit notes are deducted from the following terms invoice.
 - Transactions made in human error will be credited. At the discretion of Katrina if the transaction is refunded, the total will be transferred with a £5 admin fee deducted.

TERMS & CONDITIONS

Payment Deadlines & Late Payments

- If there are any issues in meeting payment deadlines we are happy to discuss payment plans as long as communication, in writing via email to Charlotte, is made prior to the deadline.
- Late payments will incur the following charges:
 - One week late of the deadline - £10 per invoice
 - In excess of one week late of the deadline - £15 per invoice
- Students will not be auto-enrolled at SAA if invoices are unsettled by the following term.
- We reserve the right to suspend students enrolments and withhold goods until overdue invoices have been received.
- If a student attends a class without the invoice having been paid, unless you have a prior written agreement from Charlotte, they will not be allowed to participate.

Adding and Removing Class Enrolments & Leaving SAA

- Students may add classes at any point in the term. Written notification of intention to add must be given to SAA via email to Charlotte. A separate invoice will be sent with the same conditions as normal Termly Dance Class Fees.
- Students who wish to remove a class from their enrolment must give notice in writing, via email to Charlotte, prior to the invoice release date.
- Absence of notice or late notice for exceptional circumstances will be addressed on an individual basis at Katrina and Charlotte's discretion.
- Should any student wish to discontinue any class or leave the school, refunds for any unused classes will not be given.
- In the event of a student leaving SAA with fees still outstanding, SAA reserve the right to pursue recovery of the debt by all legal means including court action.

Class Absence

- If a student has a long-term illness or injury, invoices may be refunded in the form of a Credit Note at Katrina's discretion. This does not include minor illnesses or injuries mid-term.
- Fees are not waived in respect of family holidays, school trips, school exams, short term sickness, short term injury or such like.

TERMS & CONDITIONS

Cancellation Of Classes

- Occasionally it is necessary to temporarily change the venue of a class, or postpone it to a later date. Where this occurs SAA will notify students via email. If a change is due to occur within 48hrs this will also be followed up with a text message.
- We reserve the right to cancel any classes any time up to and including the date the class starts and an alternative solution will be sought. No refunds will be made if an alternative solution is given.

Force Majeure

- A Force Majeure Event refers to any event beyond our reasonable control including and without limitation, acts of God, interruption of power or other utility, acts of civil or military authority, national emergencies, explosion, flood, accident, earthquake or other catastrophe, fire, notifiable disease, war or riot. This includes the COVID-19 pandemic.
- SAA are unable to provide refunds for any cancelled or missed classes due to extreme unforeseen circumstances or in a Force Majeure Event.
- SAA shall not be liable to customers should they fail to perform their obligations of this contract as a result of a Force Majeure Event. SAA will provide written notice via email to all students and all closures will be effective immediately.
- If SAA are forced to close at any point due to a Force Majeure Event (including a lockdown for COVID-19), point 2 of our 'SAA COVID-19 Waiver' will come into effect and we will provide Online Classes via Zoom and/or Google Classroom as an alternative solution. Please see our 'SAA Disclaimer For Online Classes (202021)' for further details and no refunds will be made in this instance.