



## ***Mad Hatters Theatre Schools General Terms and Conditions***

Mad Hatters Theatre School takes the Professional Theatre Training it offers seriously, as expects that students and their parent/guardians do the same by acknowledging and adhering to the following:

### **ATTENDANCE:**

- Students are to attend all rehearsals/classes, be punctual, dressed appropriately, prepared and ready to start class.
- Punctuality is an essential part of the professional discipline at Mad Hatters Theatre School.
- Students are not permitted to be absent for more than 25% of rehearsals within one block booking. Except for illness, absence is frowned upon and records of attendance will be used upon consideration for future shows and privileges. Mad Hatters Theatre School also has the right to remove any students from current or future shows and/or privileges offered by Mad Hatters Theatre School if attendance is poor.
- If a student is going to be considerably late, please let us know your estimated time of arrival to the class. Upon arrival the student will be expected to apologise for being late to each member of staff in attendance.
- If there is advanced knowledge of when a student will be absent, notice must be submitted to Mad Hatters Theatre School as far in advance as possible. Dates of 'missed' rehearsals must be clearly written.
- If a student is absent without notice, this absence will be noted and considered as unauthorised. If there are TWO or more unauthorised absences from Mad Hatters Theatre School, the student will be excluded from rehearsals for the remainder for the term and fees will be non-refundable.

### **PROVISIONS/UNIFORM:**

- All Students are to bring a pre-filled bottle of water with them to classes.
- Uniform is to be worn for all classes.
- Purchasing Uniform comprising a T-Shirt and Hoody is expected upon registration, and will be provided to you at then next class (stock availability depending).
- Black Leggings/Jazz pants or jogging bottoms are to be worn along with black socks and black Jazz shoes/Jazz Trainers (to be purchased elsewhere). Cycling short or Gym Shorts are permitted in the warmer summer months. Hot Pants are NOT permitted.
- Long hair should be tied back in a neat style and kept off student's faces.
- NO denim is allowed
- NO jewellery is to be worn.

### **FEES AND PAYMENTS:**

- Once registered our registration service (and App) Spond, all students will be placed onto a rolling contract and invoices for fees will be issued without the need to re-register each term. Invoice will continue to be issued until notices is served to leave Mad Hatters Theatre School (see PLEASE NOTIFY THE SCHOOL section for notice period conditions).
- Invoices will be issued via Spond Messenger around 2 weeks before the payment is due and payments are to be made via the payment link attached to invoices.
- Invoice can be issued to cover fees for a term in FULL or split into TWO payments, mad half termly in advance. The number of weeks tuition per term, and subsequently fees, are calculated in advance in line with the Central Beds Academic Calendar. Therefore, a term can be made up of 11-14 weeks depending.
- Any session missed by the students due to sickness/holiday or any other reason will not be reimbursed.
- If, for any reason, your child/ren are to leave Mad Hatters Theatre School, all fees are to be paid up until and including the final week of the notice period (see PLEASE NOTIFY THE SCHOOL section for notice period conditions). A refund will then be issued for any fees paid after the final notice period date, if applicable.
- And if, for any reason, your child/ren are to leave Mad Hatters Theatre School before the term/Notice period has ended, Mad Hatters Theatre School will not be able to reimburse remaining fees.

- Should Mad Hatters fail to provide any classes, due to ANY reason (except a COVID-19 test and Trace related issue, please see COVID-19 policy) all participants will either 1) have a replacement class scheduled into the term. This could be on any date and at any time during that term. Or if this is not possible, 2) Have the proportionate fees deducted from their next term's payment.
- Should Mad Hatters fail to provide any classes due to exceptionally bad/dangerous weather preventing students getting to or home from class safely, fees for this class will not be reimbursed.

#### **PLEASE NOTIFY THE SCHOOL:**

- **Immediately, if you, your child or anyone in your household has tested positive for COVID-19.**
- If the participant has any form of medical, physical, psychological or behavioural ailments or issues, you are to inform Mad Hatters Theatre School on their first day of attendance and at any time of development.
- If there is advanced knowledge of when a student will be absent, notice must be submitted to Mad Hatters Theatre School as far in advance as possible. Dates of 'missed' rehearsals must be clearly written.
- If, for any reason, your child/ren are to leave Mad Hatters Theatre School, a HALF TERMS notice period is required in writing. This length of time is determined by how many weeks there are in that specific term and so contacting Mad Hatters Theatre School will allow for a leaving date to be confirmed. All fees are to be paid up until and including the final week of the notice period as written in above T's and C's.

#### **OUR LEGAL RESPONSIBILITY TO YOU:**

It is our legal responsibility to have the following policies and certificates up to date and verified:

- All Staff/Volunteers will be DBS certified with an Enhanced Certificate. All DBS certificates will be renewed after 3 years of employment at Mad Hatters Theatre School unless the individual is registered on the Government DBS Update Service. Then certificates will be checked using the update service yearly.
- Child Protection and Safeguarding Policies and training will remain up to date with UK Law and both policies and certificates of training are available upon request.
- Both Public and Employee Liability Insurances will be current and valid and are available upon request.
- All 2018 GDPR laws have been upheld and all Data held about students, parents, contacts or employees is held with express permission from the individual and kept under specified legal security measures.
- Activities at Mad Hatters Theatre School include that of a physical nature. Therefore, a full risk assessment is available on request or via the parent portal on our website.
- Mad Hatters Theatre School has its own COVID-19 Risk assessment which is available on request as well as a Covid-19 policy.
- Selected staff will hold current and up to date First Aid training certificates and be responsible for any first aid situations on site. Should an accident occur within our setting during classes, the staff members who witnessed it will attend to first aid if needed, follow the accident procedure if further medical assistance is needed and complete an accident report form as written evidence of the incident itself (and the measures taken to prevent the accident happening again and measures taken to help assist in the matter). In these events, all necessary PPE will be worn.
- All staff will hold undergo training and certificates in the latest Safeguarding Guidance and hold pass grade (at minimum) on assessment.
- All staff will undergo Anaphylaxis Training in line with Benedicts Law (2026).
- Fire Safety Policies including plans and training will have been issued to all staff members in the event of a fire. As well as any other evacuation plans that are in place.

***Revised Sept 2026***