

# Pricing/Payment FAQ

## **WHAT SOFTWARE IS USED TO BOOK AND PAY FOR CLASSES AT THE ACADEMY?**

The Academy has teamed up with Class For Kids to provide a modern, safe, efficient and user-friendly booking and payment system for all of our dance classes. Payments are processed using Stripe. Since 2013, Class For Kids has successfully been providing booking and payment systems to clubs nationwide and internationally. They now have over 500 registered clubs across the UK, Ireland, New Zealand and Australia using their systems. They may also be recognised as Class4Kids, a popular search engine for children's clubs and activities. Many large, well-known franchises across the UK are already using the Class For Kids booking and payments system such as Tumble Tots, Tots Play and Cook Stars. The software is fantastic – it's mobile-friendly and provides parents with access to a dashboard where payments can be viewed and changes can be made to contact details.

## **HOW DO I SET UP MY PAYMENT PLAN?**

Once you have booked your child into the classes you wish them to take via the online booking system, an email will be sent to you with step-by-step instructions to set up your payment details.

**\*\*\*IMPORTANT\*\*\*** When booking a class, the system will automatically apply the default payment plan for one child taking one class. Once you have entered your payment details the Academy will then review your bookings and place you on the correct payment plan to cover the number of classes/children attending. This is a manual review by the principal, Chloe May, so please allow up to 48 hours for review and adjustments to take place.

Please note the Academy cannot manually adjust your payment plan until you have entered your payment details. You will receive an email notification of the new plan. If your booking is not covered by the examples of popular plan above you are welcome to email the Academy for a personalised quote prior to booking.

## **WHAT DO I NEED TO KNOW ABOUT HOW PAYMENT WORKS?**

The Academy runs classes for 37 out of 52 weeks in the year (school term times). Your payment plan covers the cost of all term time classes and is spread equally over 12 months of the year to make these class payments more affordable. Therefore, fees/subscriptions are still payable during school holiday months where no classes are taking place, as you will have paid less than the value of your classes during other months.

## **WHAT IS A COVERING PAYMENT?**

A covering payment is an additional one-off charge that is added to your first monthly payment if you have signed up to classes after September 1st. Your monthly payment plan price is based on your child doing 12 months of our classes between September 1st and August 31st (excluding school holidays). If your child signs up at any point after the first payment run on September 1st, your first payment will start from the 1st of the following month. Therefore, any outstanding fees will be added as a cover charge to your first payment. A covering payment can also be used to pay for medals, uniform, etc, (with your permission), where required (see below).

If your child is already enrolled in a class and books a free trials of another dance styles at the (and then enrols in extra classes) then your October subscription will be adjusted accordingly and a cover charge for the remainder of the September classes attended will be added.

## **DOES THE PAYMENT PLAN EVER CHANGE?**

Our payment plans are rolling on a 12 monthly basis and are subject to change every September, depending on how many sessions across the school year are taught from September to July (not including school holidays). Your payment plan is calculated by taking the weekly class fees for 37 weeks of the year and dividing by twelve monthly payments. There may be small increases/decreases to the payment plan each year depending on the number of classes planned to take place in the year (e.g. between 35 - 39 weeks). These changes will be minimal and you will be notified beforehand if any changes will occur starting September 1st of each year. You will only ever be charged for the classes you have signed up for. There may be times in the future where we have to increase fees in line with rising costs/inflation, but you will be informed of any changes with plenty of notice before any payments are taken.

## **ARE PAYMENT PLANS THE ONLY METHOD OF PAYMENT?**

Yes. This is because the Class For Kids system is set up to allow for one payment type only which is then applied to all customers. Payment can be made via credit or debit card. We will no longer be able to take termly payments. We have chosen a monthly payment plan as we feel that this best meets the needs of our parents and of the Academy.

## **CAN I CHANGE THE DATE MY PAYMENT COMES OUT?**

No. Unfortunately, the software is set up for payments to go out on the 1st of the month only.

## **WHAT HAPPENS IF I MISS A PAYMENT?**

If we are unable to collect your monthly payment on the 1st of the month we will attempt to take payment 3 days later, and then 5 days thereafter. After which, we will attempt to phone and e-mail you explaining that we have not been able to collect your payment. Please note that we may refuse admission to classes and ultimately cancel your child's place at the Academy if payment is not received.

## **WHAT IF I WANT TO STOP CLASSES AT ANY TIME DURING MY PAYMENT PLAN?**

The cancellation policy states that you will have to give 4 weeks notice in writing by email to [info@chloemaysdanceacademy.co.uk](mailto:info@chloemaysdanceacademy.co.uk). Once notice has been given, it is up to you whether or not to attend classes, but please remember that you are liable to pay for all class prior to your notice being given and the classes taking place during the 4 week cancellation period and this will be charged via a covering charge where needed on your final month's payment. If you have overpaid, a refund will be processed.

Please do not text or Facebook message your notice as we need to keep official records of notice submitted.

## **WHAT HAPPENS TO MY BANK DETAILS IF WE DECIDE TO STOP CLASSES?**

After we have received your 4 weeks written notice, you will be notified of your last payment date and last class date, after which we will cancel your payment plan. If any money is owed to the Academy, this will be taken as a covering charge with the last payment. If any money is owed to you, we will process a refund. Once the payment plan is cancelled, the Class For Kids software will remove your payment details from the system.

## **HOW DO I NOTIFY YOU OF CHANGES TO MY BANK DETAILS?**

If you are aware that there are changes to your card details, please let us know as soon as possible. If a card has been declined for any reason, we will be made aware through our system and contact you.

## **DO I HAVE TO PAY AN ADMIN FEE?**

There is a £10 registration fee for each child that joins the Academy. This covers administration/set up costs and includes a welcome pack with free gifts for your child. If you are already a current member of the Academy, then you will have registered your child already, in which case, please answer 'yes' to the 'Is your child already registered with the Academy' question upon booking your classes for September.

## **WHAT IF I WANT TO STOP CLASSES PART WAY THROUGH THE FIRST MONTH?**

If you are new to the Academy, then we suggest you book a free trial class first to see whether you or not your child enjoys the class. This will guarantee a place in that class, should you then wish to sign up for the classes. Once you have signed up to the payment plan, then you must give 4 week notice for cancellation.

## **MY CHILD IS CONSIDERING ADDING ON ANOTHER DANCE CLASS, BUT WHAT IF SHE CHANGES HER MIND?**

If you are not sure whether your child will enjoy the new dance style, we recommend booking a free trial through the system first, rather than booking a place in the class. Once a booking has been made and payment set up, the 4 week notice period for cancellation of the class will apply. The only case in which the notice period is not needed is if the child transfers into a different class (e.g. attends the same class on a different day/location or changes from Ballet to Tap, for example). If classes are 'dropped', thereby altering the payment plan, then the 4 week notice period (and payment for classes during that period) still applies.

## **WHY DO I HAVE TO PAY WHEN THERE ARE NO CLASSES ON (i.e. DURING SCHOOL HOLIDAYS)?**

The fees cover 37 weeks out of the 52 weeks in the year. The total cost will now be spread over 12 months to make it easier for parents to budget for tuition fees.

## **WHEN DO I NEED TO RENEW MY PAYMENT PLAN?**

You will never have to renew your payment plan, however, should your bank details change, please update them in the parent dashboard on the Class For Kids system.

**If you are unsure of anything you have read in the above document, please do not hesitate to speak to Academy staff directly.**

**Happy dancing! ☺**

*Chloe May*