



www.eosdance.co.uk

Eos Dance School – FAQs

TRIAL CLASSES

- **Is the trial a free class?**
We offer a satisfaction guarantee for our trial classes. This means that you won't be charged if your child does not wish to sign up after their first session. On the other hand, the trial will be considered as part of the lessons booked when signing up and included in your bill.
- **What is the difference between a trial and a reservation for the term?**
 - Booking a trial won't guarantee a place, particularly at this busy time of the Academic Year. Whilst there will be no charge if your child does not wish to sign up after their first session, your trial will be considered as part of your booking when signing up and included in your bill.
 - Taking a place immediately will give you the assurance having a place reserved for the whole term. Please however be aware that there will be no refund once a place is taken. This is explained in our T&Cs
- **Is the uniform necessary for the trial?**
No, children can wear comfortable clothing (no tuts or fancy dresses, please) and come bare footed for ballet or wear trainers for tap and street dance.
- **I have filled in the online form. When can I attend my trial?**
Immediately. Please refer to your calendar/timetable and let us know if unable to attend the first available date on schedule. You'll also receive an invitation to activate your Parent Portal Page and app, where you'll be able to view your account and bookings.
- **What happens after my trial?**
You will receive an email asking to confirm or cancel your place. If happy to carry on, an invoice will follow. However and if not willing to continue, your account will be deleted and nothing will be payable. We'd like to encourage parents to respond to our email in either case, so we can either keep your place or delete your personal details without any delays.

UNIFORMS

- **I already have dance clothes. Can I keep these for your classes?**
Eos Dance School has its own set uniform that can be ordered upon registration, or at any time via online form. Full details can be found in T&Cs and price list.
- **How do I order uniform items?**
Your first uniform kit can be ordered by filling in the applicable section on your registration form. To request further items, please use the relevant online form, available on your Parent Portal page, phone app, and on the information page of our website.
- **Where can I collect my uniform items, or can you post?**
Items can be collected from our designated venues (list on our T&Cs) after order and payment, or it is possible to request postage (applicable fee applies). Collection from our pick-up points is only possible during class changeovers, on dates and at times marked as active on our calendar and timetable. To avoid disappointment, please make sure your collection is booked with Ari via email with as much notice as possible.
- **Is it possible to return uniforms?**
Items such as socks and tights cannot be returned once the package has been opened. Any other items can be only tried on with a teacher and must be repackaged exactly as received. Kindly request your return via email within one week from receipt of your item(s). You will be given an authorisation code to validate your return. Please note that leaving items on premises or with a teacher without an authorisation code will invalidate your right to exchange or to receive a refund.

CLASSES

- ***How do I choose the appropriate level/class for my child?***

A full description of classes and guidance to choose the appropriate level can be found on page 3 of the PDF Class Calendar and Timetable, from your information pack. This can also be found on the information page of our website, as well as on your Parent Portal page and app.

- ***Where can I find term dates?***

Dates for the whole Academic Year can be found on the PDF "Class Calendar and Timetable", from your information pack. Alternatively, it is possible to view/download a copy on the information page of our website, as well as on your Parent Portal page and app.

- ***Where can I find addresses of your venues?***

Addresses are on the front page of the timetable, from your information pack. Alternatively, it is possible to view/download a copy on the information page of our website, as well as on your Parent Portal page and app.

- ***Will my child move up on their birthday?***

Children do not move up on their birthday. We group students by Academic Year, just as it happens at school. This to ensure that children dance with students of their age bracket and that their learning journey is not disrupted by continuous changes in the class set-up. Similarly, sudden displacement to upper levels mid-way through our programme would mean not having sufficient foundations to cope with more advance technique. Our students move up in September, where applicable.

- ***Can I remain and watch the class?***

Due to Health & Safety, insurance and Safeguarding regulations and with the exception of the Big & Small sessions, we regret that we are unable to allow adults in our classes. Please see T&Cs for information regarding Open Days. It is always possible to start with the Big & Small if you are worried that your child may not feel secure enough to attend without a parent. Several older children prefer this arrangement, at least for their first few sessions.

- ***My child missed one or more classes. Can I have a discount?***

Whilst it is not possible to detract absences from the term fees, children are allowed and encouraged to make up for any missed sessions. Pupils have free access to our weekly and weekend classes for the purpose. Kindly book your catch-up sessions via online form (Parent Portal Page/app or information page of our website), with a minimum of 24h notice. Please note that it is not possible to request catch-up classes once a place has been cancelled or when no longer subscribing to regular attendance.

CANCELLATIONS

- ***What is your cancellation policy?***

Our cancellation policy is fully explained in our T&Cs, from your information pack. This can also be found on the information page of our website, as well as on your Parent Portal page and app.

- ***Can I have a refund if I leave mid-term?***

It is not possible to request a refund when leaving mid-term. This is part of our T&Cs.

For any further questions, please contact us on ari@eosdance.co.uk