

## **Elite Studios Payment Policy**

**Version 3: update 29/11/21**

All dance classes offered as 'Elite School of Dance', must be paid for in advance of the half term commencing. Fees for dance classes act as a reservation to ensure that the space in your chosen classes is guaranteed for the half term to follow.

Class prices are set out as follows:

One class per week: £5.75

Two classes per week: £10.93 (10% discount on second class)

Three classes per week: £16.10 (10% discount on second and third class)

Weekly pass 4 classes per week: £19.50

Weekly pass 5 classes per week: £21.50

Weekly pass 6 classes per week: £23.50

Weekly pass 7 classes per week: £25.50

Weekly pass 8 classes per week: £27.50

Weekly pass 9 classes per week: £29.50

Weekly pass 10 classes per week: 31.50

The following classes are NOT included in the Weekly Pass: Intermediate and Advanced

Professional Grades (Intermediate and Advanced): 40 mins £6.50, 45mins £7.00, 50 mins £7.50

### **Our responsibilities**

- Invoice dates will be published to parents at least one month before payment is due.
- Invoices will be raised and emailed to parents using the email address provided to Elite at the time of enrolment, one week before the payment due date. Elite will advise as to the cut off date for any amendments or cancellations to be made by.
- Elite will process fees on the date stated, using our payment processor Sagepay. Once processed, a receipt will be emailed. Should a payment decline or require updated payment details, Elite will contact the parent to advise.
- All declined payments will be re-processed 3 working days later.
- All payment details given to Elite, are held encrypted on our Sagepay system with payments only being processed by trained Elite staff.

## **Parents' responsibilities**

- Parents are required to inform Elite of any amendments or cancellations before the cut off date stated by Elite. No refunds will be issued by Elite and any outstanding payments will remain due for any cancellations made after the cut off date.
- Payment for classes are due in full prior to the start of term.
- Should Elite make contact with regards to outstanding payments, parents are required to contact Elite by return to arrange alternative payment methods.
- Parents are required to ensure that the payment details held on file are up to date.

## **Late payment fees**

### Declined payments

Parents will be advised by email should payment for term fees decline. The payment will then be retried, 3 working days later. Should the payment decline for a second time with no contact made, a £2 late payment fee will be added to the invoice and the parent will be advised by email. A mutually agreed payment date must then be assigned and should this payment decline for a third time, a further £2 admin fee will be added.

If an invoice remains outstanding for 4 weeks or longer from the payment due date, a 10% late payment penalty will be added to the whole invoice. Elite Studios also reserves the right to withdraw the offer of classes until payment is made in full.

### Expired payment details

Parents will be advised by email should the card details held on file expire and will be asked to provide new card details within 3 working days. If no contact is made, Elite will make contact for a second time with a further deadline of 3 working days. If no contact is made for a third occasion, a £2 late payment fee will be added.

If an invoice remains outstanding for 4 weeks or longer from the payment due date, a 10% late payment penalty will be added to the whole invoice. Elite Studios also reserves the right to withdraw the offer of classes until payment is made in full.

### Flexible options

This Payment Policy has been designed to outline the mutual responsibilities for parents and Elite Dance and Fitness Studios Ltd as a service provider of children's dance classes to ensure full transparency.

We do, however, understand that on occasions, parents may require these rules to be more flexible. Should you therefore require an extended payment date based on personal circumstances, this will always be considered and requests should be made in writing to

[elite.reception@outlook.com](mailto:elite.reception@outlook.com). Requests for extensions or payment flexibility must be made before the cut-off date stated when invoices are issued by email.