

Please read these terms and conditions carefully before booking or ordering any services or products from The White Studio. You should understand that by ordering our services or products you are agreeing to be bound by our terms and conditions.

UPDATED 2022

CLASSES AND WORKSHOPS – HOSTED BY THE WHITE STUDIO OR A THIRD PART

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Terms and Conditions

Places at our classes are allocated on a first-come, first-served basis. Places on our hosted workshops are allocated by the booking Studio's owner/host.

Places are secured by the hosting Studio owner and follow the Studio's booking rules. Places secured by The White Studio directly are only confirmed by full payment and screening forms as well as informed consent forms which all attendees must complete, providing contact details and any relevant medical information in full.

The White Studio screening forms and informed consent forms can be used by the hosting Studio owner, or the hosting Studio owner may use their own. In the event of workshops hosted by studio owners or third parties, The White Studio expects all screening and informed consent, payment and paperwork to have been completed by the hosting studio owner.

Should booking requests be received by The White Studio after the maximum number of students has been reached, The White Studio's online system notifies the students and adds their details to a waiting list. Should a space become available at the required event, spaces will be allocated in order of reservation, and the relevant student(s) will be notified as soon as possible, and spaces filled as such. In the case of hosted workshops, the hosting studio owner is in charge of managing attendee lists and waiting lists. The White Studio cannot guarantee any places for participants on the waiting list.

Class/Workshop

You can expect from us:

- Fun classes to be taught in a safe, secure environment and to the highest standard.
- To challenge and push your limits but not to push you beyond these.
- The teacher to be on time (with exception to unreasonable traffic, or circumstances beyond our control).
- The class to finish on time. If a class is prolonged beyond the scheduled times, students will be asked if they wish to stay for the duration.
- The teacher to be qualified, insured and first-aid trained.

What we expect from you:

- To arrive on time ready to start the class. If arriving early, whilst a previous class is still in session, you will be asked respectfully to wait outside until the previous class is finished.
- To wear suitable and appropriate clothing that you can move comfortably in; to remove socks (soft dance/yoga shoes are permitted in the studio); all jewellery to be removed.
- To bring water/sports drink to rehydrate during class.
- To be respectful to all The White Studio instructors and try your hardest in class.
- To advise the teacher of any injuries or illness you may have prior to the start of the class (if different to your booking form).

1 Pricing

1.1 Prices are liable to change at any time, this will not affect any services/products that have already been agreed and confirmed.

1.2 Payment for services/products is required in full before the start of courses/class.

1.3 Should a class/workshop have less than 4 participants booked, we reserve the right to cancel this event. Participants will be given as much notice as possible. Where possible The White Studio will use all reasonable endeavours to offer alternative opportunities. Should this not be possible, a full refund will also be given.

1.4 The White Studio currently accepts payment by cash, PayPal or bank transfer. Receipts will be provided by email.

1.5 Classes may be booked in block booking. If a student is unable to make their usual session, they are permitted to make this session up with another in the same block booking; weeks cannot be carried over into a new block. E.g. if a student normally attends 6:30-7:30pm on a Wednesday, they are permitted to attend a class on the Tuesday prior/following, but not beyond week five of a five-week (or 30 days) block booking.

2 Cancellation and Refunds

2.1 Refunds are agreed on a case-by-case basis at the discretion of The White Studio and will always carry a transaction fee of 4% if the cancellation is required by the student.

2.2 Unused sessions as part of a block discount, due to illness, school trips, changed minds or other absence will not be refunded.

2.3 Refunds will not be offered to customers who contact The White Studio less than 48h before the class is due.

2.4 Should a class have to be cancelled due to adverse weather or circumstances beyond our control, refunds will not be offered. A replacement class will try to be offered once confirmed with the class/club venue.

2.5 Should a class be cancelled by the venue and beyond our control then unfortunately a refund will not be available. We shall endeavour to arrange an alternative class but this may not also be possible.

2.6 Refunds for places for workshops delivered by The White Studio are to be negotiated with the studio owner.

2.7 There is a non-refundable 50% deposit amount for any workshop run by The White Studio. This deposit is payable within two weeks of enquiry, to secure the workshop, otherwise we will release our availability. The remaining amount is to be paid by the day before the workshop.

3 Personal Property

3.1 We do not have the facilities to ensure the safe storage of customer valuables. The White Studio does not accept liability for any loss, damage or theft to the personal property of any student. Students bring their valuables and property at their own risk.

3.2 We will operate a lost property but cannot guarantee the return of lost items. To help us please ensure that you endeavour to recover all of your belongings at the end of a session, and to notify us as soon as possible if you are missing an item after class. We will inspect the studio after classes, and notify students of any items found.

3.3 Lost property will be held until the end of the term, any property not collected by then will be disposed of.

4 Health and Safety

4.1 The White Studio carries out a full Risk Assessment of the venues in which their classes take place. In the event of a workshop booked at an external location, the responsibility for a risk assessment lies with the studio/school owner, not with The White Studio. The risk assessment is available to view upon request.

4.2 Students are not generally advised to wear socks during classes; they may not wear any jewellery that may compromise their safety, or cause injury to themselves or damage to property. This includes wedding rings.

4.3 Students **must not** use moisturiser or oil on any part of their bodies, at least 24 hours prior to a pole fitness class.

4.4 Students arriving to class who appear to be intoxicated or under the influence of any other substances will not be allowed to participate, and will not be eligible for a refund.

4.4 Students understand that they are liable for any injury occurring during flexibility classes, and/or pole fitness classes, and as a result of the effects of painkillers.

5 Behaviour

5.1 We reserve the right to refuse or remove attendee's at any time; prior to or during class or workshops, should we feel the attendee is not compliant with the general enjoyment and objective of our service, for example: bullying, disruptive or aggressive behaviour. In the event of this, no refund will be made for the remaining classes and any additional costs incurred will be passed on to the customer along with responsibility.

5.2 This behaviour clause is also applicable to parents/carers. Any rude or unacceptable behaviour from a parent/carer towards any member of The White Studio team may result in your child's space on any class/workshop and future clubs being rejected with no refunds.

5.3 The White Studio, nor the premises at which classes/workshops are being held, will be held responsible for any loss or injury suffered by, or to, the attendee, however caused.

5.4 When you complete your booking form any medical conditions must be disclosed. Failure to do this may result in the attendee being unable to participate in all activities. In this event no part or full refunds will be made.

5.5 In the event of an accident, the first aider if appropriate will administer first aid. The emergency services will be called if necessary – in the event of this the class teacher will phone the emergency contact number provided on the booking form as soon as possible. Please make sure your contact details are always up to date.

6 Confidentiality and Data Protection

6.1 Any information regarding student, given to The White Studio either verbally or in writing will be treated as confidential.

6.2 Students will have access to their own records but not to those of others. In order to comply with the Data Protection Act 1998, The White Studio will keep written information about students in a secure personal record box and keep computer records in password-protected files.

6.3 By partaking in classes/workshops, you are permitting for photos to be taken and used as promotional material on newsletters, press releases and/or social media. If you wish to withdraw consent from photos being taken of yourself, please talk to a member of The White Studio team.

6.4 We will not share student details to any third party companies.

6.5 By providing your email address, you are consenting to being signed up to The White Studio newsletter. You are able to opt out of this at any time, by clicking on the 'unsubscribe' link at the bottom of the email.

6.6 The White Studio will always treat information about students' relationship difficulties, financial and business matters, and health issues, as confidential.

7 Safeguarding

7.1 Students under 18 must have parental consent for all classes, with emergency contact details and medical form fully signed. Please speak to The White Studio in person if there is anything we should be aware of regarding your child. We are not liable for any issues or incidences which occur as a result of the parent/guardian's failure to disclose vital information.

7.2 You are required to arrange collection of your child at the finish time of any The White Studio class or workshop. Please let the teacher know before the class or workshop if the child will be collected by someone else. This is for the safety of the Child. Failure to let the teacher know will result in you being called to authorise collection by that person.

7.3 If you are going to be late to collect your child you must call or text The White Studio to inform us as soon as possible. Should The White Studio incur costs or charges due to the late collection of a child, the cost will be passed onto the customer.

7.4 At times, there may be need for physical contact with the students in order to demonstrate or correct technique. All instructors working with children are fully DBS-checked, and you have a right to request to view that information. By enrolling your child, you are giving consent to physical contact for the purposes of dance/fitness teaching, where appropriate.

7.5 The White Studio will always treat information about students' relationship difficulties, financial and business matters, and health issues as confidential. Information will only be passed onto other professionals on a 'need to know' basis, if the student is under 18. Information will only be passed on if parents have given permission, or it is absolutely essential to do so in the interest of the child, for example if it suspected a child is being abused. A child's welfare will always take top priority. This only applies to students under 18 years old, as per the Children's Act 2004.

7 Equal Opportunities Policy

The White Studio will make sure that they actively promote equality of opportunity and anti-discriminatory practices for all students. They will make sure that they treat all students with equal concern and respect. The White Studio aim to encourage students on their own journey in a safe, and supportive environment, which is conducive to learning.

The White Studio will recognise and welcome all legislation and existing codes of practice produced by appropriate commissions, for example the Equality and Human Rights Commission.

The White Studio values and respects the different racial origins, religions, cultures and languages in a multi-ethnic society so that each student is valued as an individual without racial or gender

stereotyping. They will also not discriminate against students on the grounds of disability, sexual orientation, age, class, family status, and HIV/Aids status.

The White Studio will provide equal chances for each student to learn and develop to their full potential, taking into account each student's age and stage of development, gender, ethnicity, home language, and ability.

The White Studio will challenge racist and discriminatory remarks, attitudes and behaviour from the students in their care.

The White Studio will always help students to feel good about themselves and others by celebrating the differences which make us all unique.

Complaints procedure

The White Studio hopes that you are happy with the services/products that they provide and the need for a formal complaint should never arise. Should you have any concerns or issues, The White Studio hopes that you will feel able to discuss the relevant members of The White Studio team, or Director, Angie Voluti. We take great pride in the Dance and Fitness services that we provide and assure that any issues or concerns brought to our attention will be treated seriously and in confidence.