



THE TALENT SHACK TERMS & CONDITIONS CLASS INFORMATION

Please read this document carefully. When you enrol your child in a Talent Shack class you are agreeing to our terms and conditions and our rules, as set out below.

ADDRESS

The Talent Shack, Unit 17, Freemans Parc, Penarth Road, CF11 8EQ

WE ARE A CIC

We are a CIC, a Community Interest Company. This means we do not have share holders and any profit goes straight back into the running costs of The Talent Shack and any money left over goes towards creating new projects.

FEES & REGISTRATION

We use a software system called “Class Manager” to manage registration and invoicing. Once you are registered invoices will be generated in Class Manager and all payments and information regarding classes can be viewed by logging into your Class Manager account.

Invoices are sent out during the previous half term and become due on receipt.

Please contact us if you are struggling to pay on time. You are welcome to make part payments through the term, just select that option when paying.

Fees must be paid in a timely fashion or you risk losing your child’s space.

NOTICE PERIOD

We require one months notice if you plan for your child to leave a class. For example, if you tell us at the start of December that you are leaving with immediate effect your December invoice will still be payable. If you are leaving at the end of January you must email at the end of December to inform us.

We understand that in some circumstances your child will need to leave their group with immediate effect and this can’t be avoided. In these situations we ask that the current invoice is paid. This helps us manage our budget in terms of what is planned for that group in that term and allows us time to hopefully fill the space.



BURSARY FUND

We have a bursary fund to help people from low income families cover the cost of classes. You can donate to this fund via the “shop” in your Class Manager account or we can set up a regular invoice to be paid as you pay fees. You also have the option when buying tickets for our shows to make a donation. It all helps!

To access our bursary fund please email hello@thetalentshack.co.uk for the simple form to fill out.

REFUNDS

Our fees are non-refundable. This is why we say don't pay your first invoice until after your first or second class and you are happy your child wants to continue for the full half term. If you are cancelling a one-to-one with 24 hours notice we will credit you a session or rearrange, otherwise the session needs to be paid for.

DISCOUNTS

We offer a 20% discount on the 3rd and 4th group class taken, these being the lowest priced classes not the most recently booked. Discounts don't apply to one-to-ones.

PART PAYMENTS

We will accept part payments when an instalment is made on receipt of invoice and then balance paid in full before the end of term. If fees are paid late then the next invoice will need to be paid in full before the start of term.

OTHER FEES

Booking Fees

We charge a small fee to cover costs of card processing. We use Stripe and Zettle to receive payments and both charge a fee that needs to be covered.

Production Fees

For our groups that produce Musicals, Musical Theatre Juniors, Seniors and Young Professionals, we charge the equivalent of a termly £10 production fee to go towards the costs of hiring and maintaining lights and radio mics. Also, the cost of set and prop making and sourcing, costume making and sourcing, licenses and insurance. This is included in your monthly fee.



UNIFORM

- Talent Shack T-shirt (buy your t-shirt in person at The Talent Shack or via the shop in Class Manager)
- Talent Shack Varsity Jacket (we will email when orders are being taken for jackets. These orders are then placed via the Class Manager shop)
- Jazz Shoes
- Character Shoes (senior groups only)
- Tap shoes (we will be in contact for specific shows)
- Hair needs to be tied back at all times
- Leggings/tracksuit bottoms
- NO flip flops, sandals, boots etc.
- NO jeans, dresses etc.

THINGS TO BRING

- Script/Lyrics
- Pen, pencil and highlighter
- Snack (tuck shop is available at 50p per item)
- Water
- NO valuables
- Correct uniform

Lost property will be kept until the end of each term. Anything not collected after this time will be donated to the Shack Shop or recycled.

PLEASE NOTE THAT MATERIALS GIVEN TO STUDENTS BECOME THEIR RESPONSIBILITY. Some scripts can be kept by students, some need to be returned to the licensing body after the show. We inform each group when giving out scripts if these can be kept. If they need to be returned any light pencil marks made need to be erased before returning. No highlighting on scripts to be returned. Fees may occur to cover costs of lost or damaged materials. Lost and damaged scripts will need to be paid for.

COMMITMENT

We understand that students have crazy schedules, and really appreciate the effort to get to us every week. We are all about creating new memories and adventures and pride ourselves in being accepting of that. However, we do expect a level of commitment - particularly in the lead up to shows. It not only puts the student back a step if sessions are missed, but the group thrives when there is a full cast.

Please note that if you have other commitments, we would encourage students to go for smaller roles in order to balance responsibilities.

We have a '3 strike rule' where if 3 rehearsals are missed, we will have a conversation and discuss future commitments at The Talent Shack.





BEHAVIOUR

We believe that everyone who walks through the door to The Talent Shack is kind, accepting and a team player. If there are students that do not adhere to that, we implement a '3 strike rule':

1. A warning to the student.
2. A conversation with the Parent/Guardian.
3. Discussions about the student's future at The Talent Shack.

Should a student be physical or use unacceptable language, we will simply ask them to leave without further warnings. We have a zero tolerance bullying policy and will not accept any behaviours that inflict harm upon others.

DROP OFF & PICK UP

Please ensure that your child is dropped off no earlier than 10 minutes before a lesson starts as often we are preparing the room for the session and cannot guarantee we are available to look after students.

We also encourage parents/guardians to be as prompt as possible when picking up students. We are unable to send students out to meet parents, and will need to be collected directly from the door of The Talent Shack.

PARKING

We have 6 dedicated parking spaces in front of The Talent Shack. To avoid congestion, you are welcome to park at the front or Costa side of Freemans Parc and walk round. Please drive carefully and slowly as you approach The Talent Shack as there could be children crossing the road.

QUERIES & COMPLAINTS

If you have any queries or complaints, please email hello@thetalentshack.co.uk. We will endeavour to accommodate any concerns and if you require a meeting then please do let us know.

ALLERGIES

We are a nut free environment. If your child has an allergy that we need to know about please speak to us and we will do everything we can to accommodate them.

SAFEGUARDING

Our safeguarding policy can be found in our policies in Class Manager or email us.



CONTACT DETAILS & KEEP IN TOUCH

Please keep your contact details up to date in Class Manager. Ensure that emails are checked regularly and we have the correct mobile in case of emergencies during class time.

It is important that we have an email and number we can contact all relevant Parents/Guardians on to avoid any miscommunications.

CONTACT US

Email: hello@thetalentshack.co.uk

Email: ashleytalentshack@gmail.com

Emergency tel: 07886 020923 (Shelley)

Be sure to follow our social media pages to keep in touch:

Instagram: [@the_talentshack](https://www.instagram.com/the_talentshack)

Facebook: [thetalentshack](https://www.facebook.com/thetalentshack)

Our website is regularly updated - www.thetalentshack.co.uk