

StageStruck Summer Holiday Club – Terms & Conditions

1. Booking & Deposit

- A non-refundable deposit is required to secure your child's place in the Summer Holiday Club Week.
- Bookings are not confirmed until the deposit has been received.
- The deposit is non-transferable and non-refundable under any circumstances.

2. Payment of Fees

- The remaining balance must be paid in full no later than 7 days before the first day of the booked holiday club.
- Failure to pay the full balance by the deadline may result in the booking being cancelled and the place offered to another participant. The deposit will not be refunded.

3. Sibling Discount

- Sibling discounts (where offered) apply only to children from the same immediate family attending the same holiday club period.
- Discounts cannot be combined with any other offer or promotion unless stated.
- If one sibling cancels, the remaining booking may be recalculated at the standard rate.

4. Early Drop-Off Provision

- Early drop-off is available only where pre-booked and confirmed by StageStruck.
- Children must be brought in by a parent/guardian or authorised adult.
- StageStruck cannot accommodate early arrivals without prior arrangement.
- Additional fees may apply for early drop-off sessions.

5. Cancellations by Parents/Guardians

- Deposits are non-refundable.
- Cancellations made after full payment has been received are non-refundable after the holiday club weeks start date.
- Refunds outside this period may be considered at the discretion of StageStruck.

6. Cancellation or Changes by StageStruck

- StageStruck reserves the right to cancel or amend sessions due to unforeseen circumstances, insufficient enrolment, staff illness, venue issues, or circumstances beyond our control.
- In the event of cancellation by StageStruck, a full refund or suitable alternative session will be offered.

7. Emergency Closure Policy

- In the event of emergency closure due to severe weather, government guidance, building safety concerns, or other unforeseen circumstances, parents/guardians will be notified as soon as possible.
- Where sessions cannot take place, StageStruck will endeavour to offer a rescheduled session, credit, or partial refund where feasible.

8. Attendance & Behaviour

- Participants are expected to behave respectfully towards staff and other children.
- StageStruck reserves the right to remove a child from the club if behaviour is deemed unsafe or disruptive. No refund will be issued in this situation.

9. Health & Medical Information

- Parents/guardians must disclose any medical conditions, allergies, injuries, or additional needs at the time of booking.
- Children should not attend if they are unwell or have a contagious illness.

10. Collection of Children

- Children must be collected promptly at the stated finish time.
- Only authorised persons named to Staff may collect a child.
- Late collection may result in an additional charge.

11. Safeguarding Statement

- The safety and wellbeing of all children is StageStruck's highest priority.
- All staff working with children are appropriately trained and DBS checked where required.
- StageStruck follows safeguarding and child protection procedures in line with current UK safeguarding guidance.
- Any safeguarding concerns will be handled in accordance with these procedures.

12. Photography & Media

- Photographs or videos may be taken during sessions for promotional purposes.
- Parents/guardians may opt out on the registration form.

13. Liability

- All activities are supervised by qualified staff; however, participation is at the parent/guardian's own risk.
- StageStruck accepts no responsibility for loss or damage to personal belongings brought to the club.

14. Acceptance of Terms

- By booking a place in the Summer Holiday Club, parents/guardians agree to these Terms & Conditions.

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Last updated: 01/04/2026