

Echo Performing Arts Academy

Terms & Conditions

Echo Performing Arts Academy ("Echo", "we", "us") is committed to being clear, fair and straightforward with every family who joins us. These terms exist to protect both you and us, and to make sure everyone knows where they stand. If you have any questions about anything below, please get in touch — we're always happy to explain.

By enrolling your child at Echo, you confirm that you have read, understood and agree to these terms and conditions. These terms apply to all Echo academies, classes, holiday workshops and events.

1. Membership & Enrolment

1.1 Echo operates as a membership organisation. When you enrol your child, you are joining the Echo community for the academic year — not paying per class. This approach allows us to plan consistently, protect your child's place, and keep our teaching exceptional.

1.2 Places are allocated on a first-come, first-served basis. Enrolment is only confirmed once your Direct Debit mandate has been set up and your first payment has been processed.

1.3 Minimum membership period

The minimum membership period is two calendar months. After the minimum period, your membership continues automatically on a rolling monthly basis until either party gives notice in accordance with Section 3 below.

1.4 Free trial

We offer one free trial session per child, subject to availability and the approval of the Academy Principal. Free trials must be pre-booked and require parent contact details at the point of booking. A free trial does not guarantee a place at Echo, cannot be claimed retrospectively, and may not be used as a substitute for a paid session once membership has begun.

2. Fees & Payment

2.1 Echo's fees are calculated annually and divided into 10 equal monthly payments, spread across the academic year from October to July. This means your monthly payment stays the same regardless of how many sessions fall in any given month — making it simple and predictable to budget.

2.2 Payment method & dates

2.2.1 All fees are collected by Direct Debit only. Payments are processed through Stripe and collected on the 1st of the month, or the last working day of the month where this falls on a weekend or bank holiday.

2.2.2 Your invoice is sent via Stripe each month detailing your subscription amount.

2.3 Fee reviews

Membership fees are reviewed annually and may change from year to year in line with the number of teaching weeks in the academic year. We will give you at least 10 days' written notice before any fee change takes effect. This gives you the opportunity to review the change and, if you wish, cancel your membership under the Direct Debit Guarantee.

2.4 Discounts

2.4.1 The following discounts are automatically calculated and applied to your monthly Direct Debit:

- **Sibling discount:** 15% off for each additional sibling enrolled at the same class.
- **Multi-class discount:** 10% off your total fee when your child attends three or more Echo classes.

2.4.2 Only one discount may apply per child at any one time. Discounts cannot be combined unless expressly agreed in writing with Echo.

2.5 Late or missed payments

2.5.1 If your Direct Debit payment is not received in full for any reason, we reserve the right to suspend your child's place until payment is brought up to date. If your account falls into arrears on more than three occasions in any one calendar year, we reserve the right to cancel your membership with immediate effect.

2.5.2 Interest may be charged on any overdue sums at a rate of 4% per annum above the base lending rate of RBS Bank, calculated daily.

2.6 Financial hardship

We understand that circumstances can change. If you are experiencing temporary financial difficulty, please contact us as soon as possible. We will always consider reasonable payment arrangements for families who need support, agreed in writing between both parties.

3. Cancellation & Notice

3.1 Cancelling your membership

3.1.1 A minimum of 30 days' written notice is required to cancel your membership. Notice must be given by email to echoacademyuk@gmail.com. The notice period begins from the date your email is received, not the date it is sent.

3.1.2 Cancellation outside of this policy may result in a cancellation fee equivalent to two weeks' tuition, collected by Direct Debit upon termination of membership.

3.2 Automatic renewal

At the end of the minimum membership period (2 months), your membership will automatically continue on a rolling monthly basis unless either party cancels by giving the required written notice as set out in clause 3.1 above.

3.3 Cancellation by Echo

3.3.1 Echo reserves the right to suspend or cancel your membership in the event of:

- Serious or repeated breach of these terms and conditions.
- Non-payment of fees.
- Behaviour that is harmful, abusive or disruptive to other students, staff or the academy community.

3.4 Venue or timetable changes

If Echo makes a significant change to the day, time or location of your child's class that makes attendance genuinely restrictive, the minimum notice period for cancellation will be waived. We will always give as much advance notice as possible of any timetable changes.

4. Absences, Refunds & Missed Sessions

4.1 Echo is a membership organisation, not a pay-per-class service. Monthly fees cover your child's place across the academic year and are not reduced or refunded for missed sessions, regardless of the reason. This includes:

- Sickness or illness (subject to the medical suspension clause in section 4.3 below)
- Holidays, family celebrations or other planned absences
- Government restrictions or closures outside Echo's control
- A decision by the parent or student not to attend

4.2 If you know in advance that your child will miss a session — for example, a planned holiday or school trip — please let us know at the start of term so your teacher can plan accordingly.

4.3 Medical suspension

4.3.1 If your child is unable to attend Echo for more than one consecutive month due to injury or illness, we will suspend your membership for that period.

4.3.2 If it is medically no longer possible for your child to attend Echo at all, we will cancel the membership without further obligation. We may request supporting medical evidence in the form of a letter from a GP or hospital.

4.4 Echo-cancelled sessions

4.4.1 In the event that Echo has to cancel a session due to circumstances outside our control — including venue unavailability, adverse weather, pandemic restrictions or similar — we will give as much notice as possible and will aim to offer an alternative session where we can. Where no alternative can be offered, a credit or refund will be applied for that session.

4.4.2 Echo reserves the right to revert to online sessions during any enforced closure outside of our control. Standard monthly fees apply for physical or hybrid delivery. A reduced fee may apply where Echo is running exclusively online for 12 or more consecutive weeks; details available on request.

5. Conduct & Community

5.1 Echo is built on a foundation of kindness, respect and inclusion. We ask all students, parents, guardians, volunteers and guests to uphold these values at all times — inside and outside the academy.

5.2 Behaviour standards

5.2.1 Bullying, harassment, discrimination, abuse or any other inappropriate behaviour by any student or person associated with a student is strictly forbidden and may result in immediate expulsion. Echo does not tolerate rude, offensive or aggressive remarks or behaviour from any member of our community.

5.2.2 A teacher may ask a student to leave a class at any time if their presence is jeopardising the safety, wellbeing or educational experience of others. Persistent disruptive behaviour may result in suspension or cancellation of membership.

5.3 Punctuality

Students are asked to arrive in good time for classes. Entry may be refused to anyone arriving more than 15 minutes late without prior notice or good reason. Late arrivals should be notified to Echo in advance wherever possible.

5.4 Alcohol, smoking & substances

Smoking, vaping, alcohol consumption and the use of or being under the influence of illegal substances are strictly prohibited on all Echo premises and venues.

6. Health, Safety & Welfare

6.1 Students participate in Echo classes at their own risk and are obliged to inform Echo and its staff of any existing injuries or medical conditions before participating.

6.2 Medical information: All known medical conditions, allergies or additional needs must be declared on your enrolment form. Any changes to your child's medical information must be notified to Echo in writing as soon as possible. If you are unsure whether your child is able to participate in any activity, please consult their GP before enrolling.

6.3 If a student falls unwell or has an accident during their time at Echo requiring emergency treatment, the Parent will be contacted via the emergency contact details provided on the enrolment form. This number must always be contactable whilst the student is attending Echo.

6.4 Sickness / injury: Children cannot attend Echo classes or premises if they are sick (including vomiting, diarrhoea, high temperature or COVID symptoms). Children must be symptom-free for 48 hours before returning to class. Please notify us as soon as possible if your child is unwell.

6.5 Medication: Any medication brought to Echo classes must be clearly labelled with your child's name and dosage instructions. Unless an alternative arrangement has been agreed in writing with Echo in advance, students must be able to administer their own medication.

6.6 Dress code & uniform: Students must wear appropriate clothing and footwear for all Echo classes. This includes:

- an Echo branded top which must be worn during all sessions
- suitable footwear such as trainers or jazz shoes. Sandals, flip flops, open-toe and open-back shoes are not permitted.

6.7 Emergency contacts: Parents are responsible for ensuring that Echo holds up-to-date emergency contact details at all times. Students must be collected promptly at the end of each session. Echo is unable to supervise students after classes have ended.

6.8 Personal belongings: Students are responsible for their own belongings. Echo cannot accept liability for lost, stolen or damaged personal property.

7. Photography & Media

7.1 Echo may use photographs or video footage of students for press, social media or promotional purposes, in line with our Photography Policy and parental consent obtained at the point of enrolment.

7.2 If you wish to opt out of our photography policy at any time during your membership, please update your ClassForKids account or notify us in writing at echoacademyuk@gmail.com. We will respect your wishes immediately upon receipt.

7.3 Echo's Photography Policy and Safeguarding Policy are available to view at any time in the footer on our website or by emailing echoacademyuk@gmail.com.

8. Classes, Timetables & Staff

8.1 Class timetables, teachers and, in some cases, venue locations are subject to change from time to time. We will always endeavour to give as much notice as possible of any changes and to minimise disruption to your child's experience.

8.2 Each individual venue may have its own additional rules and requirements, of which you will be notified. All students, parents and guests are required to observe these rules in full.

9. Liability

9.1 To the fullest extent permitted by law, Echo's liability to you — except in the case of death or personal injury caused by our negligence — is limited to the total amount paid for your membership in the period to which any claim relates.

9.2 Students participate in Echo classes at their own risk. Echo and its staff accept no liability for personal injury resulting from participation, unless caused by negligence on our part.

10. Changes to These Terms

10.1 Echo reserves the right to update these terms and conditions from time to time. We will notify you of any material changes in writing. Continued membership following notification of a change constitutes acceptance of the revised terms.

10.2 This agreement is governed by the laws of England and Wales. Any dispute shall fall within the jurisdiction of the English courts.

Questions?

If anything in these terms is unclear or you'd like to discuss your membership, please don't hesitate to get in touch. We're always here to help.

E: echoacademyuk@gmail.com

W: echoacademy.co.uk

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