Fees and Payments Policy 2027

Original Policy: **1st January 2026**
Revision Date: **5th November 2026**
Policy Responsibility: **Sam Gibbs (Principal)**
Updated or reviewed: **Annually**

Version: ***2.0***
Next Scheduled Review: ***November 2027***

PERFORMERS THEATRE COMPANY

INTRODUCTION

This policy outlines how fees are calculated, how monthly payments operate, how mid-year enrolment is handled and when refunds or credits may be issued.

It applies to regular classes, package deals and discounted rates listed in Performers Theatre Company's current Fees Guides, including the School of Dance.

Production fees, workshops, masterclasses and summer schools may have separate payment arrangements, which will be communicated at registration.

This policy should be read alongside the organisation's Terms and Conditions.

HOW OUR FEES ARE CALCULATED

All regular class prices are based on the annual cost of 39 sessions, which is divided into 12 equal monthly payments for simplicity and consistency.

The calculation is:
Session Price × 39 Sessions ÷ 12 Months = Monthly Fee

This ensures that families pay a predictable, stable monthly amount regardless of how many sessions fall in a particular month.

All advertised fees are inclusive of any VAT applicable to the relevant class, package or service. VAT treatment may differ between activities, and any applicable VAT will be accounted for in accordance with current legislation.

MONTHLY PAYMENTS

- Monthly fees remain the same each month, September through August.
- Some months may have more or fewer sessions due to school terms, holidays or planned closures. The monthly payment does not change, as parents and carers are paying towards the annual programme rather than the number of sessions delivered within a particular calendar month.
- Monthly payments apply to individual classes and package deals, as listed in the current Fees Guides.

ACADEMIC YEAR STRUCTURE

Our academic year runs from September to August.

The standard fee structure is calculated over 12 months, with monthly payments commencing from the student's enrolment date.

Students joining partway through the academic year are not required to pay for months before their enrolment began.

JOINING AFTER SEPTEMBER

Performers Theatre Company welcomes students joining at any point during the academic year, subject to availability.

Students joining after September will pay the standard monthly fee applicable to their chosen class or package from the commencement of their enrolment.

There is no additional charge for months or sessions that took place before the student joined.

Joining Partway Through a Month

Students joining Performers Theatre Company after the start of the academic year will pay the applicable monthly fee from the commencement of their enrolment.

Where a student joins partway through a calendar month, an initial covering payment will be calculated using the applicable per-session rate for the remaining scheduled sessions in that month.

From the following calendar month, the student will move onto the standard equalised monthly payment structure.

Students will not be charged for sessions or months before their enrolment.

REFUNDS AND CREDITS

We aim to deliver all scheduled classes wherever possible. However, we recognise that occasional cancellations or changes may be unavoidable.

The following arrangements explain how refunds and credits are managed.

General Principles

- Monthly fees are calculated by spreading the cost of 39 taught sessions across 12 months.
- Where an individual session value is required, it will be calculated using the applicable class or package rate.
- Account credits are our preferred method of resolving isolated class cancellations, where appropriate and accepted by the customer.
- Nothing in this policy excludes or restricts a customer's statutory rights, including any entitlement to a refund or other remedy under applicable consumer law.

If Performers Theatre Company Cancels a Class

Children Enrolled in Individual Classes (Non-Package)

Where Performers cancels a scheduled class and cannot provide an appropriate replacement or rescheduled session, a credit equal to the applicable session value will ordinarily be offered.

Credits will be applied to the family's ClassManager account and used against future fees.

Where a refund is required by law, or another remedy is agreed, the appropriate arrangement will be made.

Children Enrolled on a Package Deal

Package deals are discounted bundles rather than individually priced classes.

Where a class included within a package is cancelled and cannot be rescheduled, a proportionate credit may be offered, calculated using the value of the affected class within the discounted package.

Any calculation will take account of the package discount.

Credits will ordinarily:

- Be applied to future invoices.
- Remain associated with the relevant family account.
- Be non-transferable unless otherwise agreed.

Where all classes included in a package are cancelled on the same day, the organisation will calculate an appropriate adjustment based on the affected services and the applicable package value.

These arrangements remain subject to statutory consumer rights.

Student Absences, Illness and Holidays

As outlined in our Terms and Conditions, refunds or credits are not ordinarily provided for:

- Student absences.
- Family holidays.
- Classes missed due to illness or personal circumstances.
- Planned closures already accounted for within the annual fee structure.

Exceptions may be considered where appropriate, including where required by law or expressly agreed by Performers Theatre Company.

Significant Changes or Cancellation of Services

Where Performers is unable to provide a substantial part of an agreed service, or makes a significant change to the service, the organisation will consider appropriate remedies in accordance with the Terms and Conditions and applicable consumer law.

Any refund, credit or alternative arrangement will reflect the circumstances and the customer's statutory rights.

DISCOUNTS

As outlined in our Fees Guides, the following discounts apply where eligible:

- **Sibling Discount**: 15% off the second child and 10% off additional siblings. This does not apply to package deals.
- **Workshops and Masterclasses:** 10% discount for enrolled students, excluding summer schools.
- **Production Fees:** Students enrolled on qualifying package deals receive a 5% discount on applicable rehearsal fees, where selected.

Discounts are subject to the eligibility requirements and conditions stated in the current Fees Guide or relevant registration information.

Unless expressly stated otherwise, discounts cannot be combined or applied retrospectively.

PACKAGE DEALS

Package deals operate under the same 12-month structure and provide monthly and annual savings, as outlined in the current Fees Guides.

Examples include:

- All Access Performers Package.
- The Performers Duo.
- Spotlight Bundle.
- Rising Stars Package.
- Showtime Package.
- Musical Theatre Plus.
- Performers Pathway Package.

School of Dance packages, including Tap & Modern Duo and Senior Triple Threat, follow the same model.

Package availability, eligibility, included classes and prices are determined by the current Fees Guide.

HOW PAYMENTS ARE MADE

A. Invoicing
Invoices are generated and issued through our booking and administration system, ClassManager.

Families ordinarily receive invoices on or around the 1st of each month.

B. Payment Methods
We offer a range of flexible payment options to support families.

Payments may be made by:
- Bank transfer.
- Standing order.
- In-person or telephone card payment.
- Cash.

This flexibility allows families to select the payment method most suitable for their circumstances.

C. Late Payments
Payments are due within 14 days of the invoice date.

A £5 late payment charge may be applied where payment has not been received within this period, in accordance with the Terms and Conditions.

Where payment remains outstanding, Performers Theatre Company may:
- Issue payment reminders.
- Contact the parent or carer to discuss the outstanding balance.
- Agree an appropriate payment arrangement where circumstances justify it.
- Temporarily pause attendance where non-payment continues and reasonable attempts to resolve the matter have been unsuccessful.

Any decision to pause attendance will be communicated appropriately and will take account of relevant individual circumstances and contractual obligations.

Late payment charges and other payment terms must remain fair, transparent and consistent with applicable consumer law.

WITHDRAWAL AND NOTICE PERIODS

Parents and carers wishing to withdraw a student from regular classes must provide four weeks' notice in accordance with the organisation's Terms and Conditions.

Fees remain payable during the applicable notice period, subject to statutory rights and any alternative arrangement agreed by Performers Theatre Company.

Notice should be provided through an approved written communication method so that the withdrawal date and any outstanding balance can be confirmed.

Where a student participates in a production, summer school, workshop or other separately booked activity, the specific cancellation and payment terms for that activity will apply.

COMMUNICATION AND TRANSPARENCY

We are committed to:

- Providing clear invoices and payment breakdowns.
- Helping families understand the 12-month payment model.
- Notifying families of changes to fees, which are reviewed annually.
- Supporting families who require flexibility or alternative payment arrangements.

SUMMARY

- Regular class fees are based on 39 sessions per academic year, divided into 12 equal monthly payments.
- Monthly amounts remain consistent throughout the year.
- Students joining partway through the year pay from their enrolment date, with an initial covering payment where they join partway through a month.
- Account credits may be offered for cancelled classes, without affecting statutory refund rights.
- Discounts and package arrangements are set out in the current Fees Guides.
- Payments are invoiced through ClassManager, with several payment methods available.
- Invoices are due within 14 days, and a £5 late payment charge may apply.
- Four weeks' notice is required for withdrawal from regular classes, subject to applicable terms and statutory rights.