



Fees and Payments Policy 2026

Date of Policy: **1st January 2026**
Policy Responsibility: **Sam Gibbs (Principal)**
Updated or reviewed: **Annually**

PERFORMERS THEATRE COMPANY

INTRODUCTION

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

It applies to all classes, package deals and discounted rates listed in our 2026 Fees Guides (including the School of Dance).

HOW OUR FEES ARE CALCULATED

All class prices are based on the **annual cost of 39 sessions**, which is then divided into **12 equal monthly payments** for simplicity and consistency. This is outlined in our 2026 fee guide, where session prices are calculated as:

"session price is multiplied by 39 sessions... and divided by 12 months"

This ensures each family pays a predictable, stable monthly amount regardless of how many sessions fall in any given month.

All fees are inclusive of VAT.

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 closures; the monthly payment **does not change**, as parents/carers are paying toward the **annual programme**, not a per-month session count.
- Monthly payments apply to all individual classes and package deals (e.g., All Access, Performer's Duo, Spotlight Bundle, etc.) as listed in the Fees 2026 documents.

ACADEMIC YEAR STRUCTURE

- Our academic year runs from **September to August**.
- All payment plans **begin in September** and run for 12 months.

JOINING AFTER SEPTEMBER

If a child joins partway through the academic year:

a) Their monthly fee remains the same as the standard monthly fee.

There is **no increase** and **no additional charge** for the months they did not attend.

b) Missed months are carried into the following academic year.

This means:

- The child begins attending immediately from their join date.
- The sessions they missed earlier in the year are simply absorbed into the next year's cycle of 39 sessions.
- Across the two years, they still receive the correct number of sessions for the payments they make.

This system keeps payments simple and allows late-joining children to continue seamlessly.

REFUNDS AND CREDITS

We aim to deliver all scheduled classes wherever possible. However, we understand that occasionally classes may need to be cancelled. The information below explains how refunds or credits are handled.

General principles

- All fees are VAT-inclusive.
- Our monthly fees are **not charged per calendar month**. They are calculated by **spreading the cost of 39 taught sessions across the academic year** evenly over 12 months.
- For this reason, refunds and credits are based on **annual session values**.

If Performers Theatre Company cancels a class

Children enrolled on individual classes (non-package)

- If a class is cancelled by us and cannot be rescheduled, a **credit equal to the session value** will be applied to your account.
- Credits are **VAT-inclusive** and will be used against future fees.
- No cash refunds are issued.

Children enrolled on a package deal

- Package deals are **discounted bundles**, not charged on a per-class basis.
- If a class included within a package is cancelled by us and cannot be rescheduled, a **pro-rata account credit** may be applied.
- Credits are calculated based on the **annual value of the cancelled class within the package**, taking the package discount into account.
- Credits are:
 - VAT-inclusive
 - Non-refundable
 - Non-transferable
 - Automatically applied to future invoices

If all classes included in a package are cancelled on the same day, a single pro-rata credit for that package day will be applied.

When refunds/credits are not given

- No refunds or credits are given for: *(as per our T&CS - 8.5)*
 - Student absences
 - Holidays or prior-known closures
 - Classes missed due to illness or personal circumstances

DISCOUNTS

As stated in the Fees 2026 documentation:

- **Sibling discount:** 15% off the second child, 10% for additional siblings (not applicable to package deals).
- **Workshop/masterclass discount:** 10% for enrolled students (excluding summer schools).
- **Production fees:** Package deal students receive a 5% discount on rehearsal bills, if selected.

PACKAGE DEALS

Package deals operate under the same 12-month structure and include monthly and annual savings, as outlined in the 2026 Fees documentation:

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 (e.g., Tap & Modern Duo, Senior Triple Threat) follow the same model.

HOW PAYMENTS ARE MADE

a) Invoicing

- Invoices are generated and sent through our booking system **ClassManager**.
- Families receive invoices on the **1st of each month (or near about this date)**.

b) Payment Methods

We offer a wide range of flexible payment options to support families. Payments can be made via:

- Bank transfer
- Standing order
- In-person/over the phone card payment
- Cash

This flexibility ensures every family can choose the method that suits them best.

c) Late Fees

- Payments are due within **14 days** of the invoice date.
- A **£5 late fee** is automatically added if payment is not received within this timeframe.
- Continued non-payment may result in paused attendance until the balance is cleared.

COMMUNICATION AND TRANSPARENCY

We are committed to:

- Providing clear invoices and breakdowns.
- Helping families understand the 12-month payment model.
- Notifying families of any fee changes (reviewed annually).
- Supporting families who need flexibility or alternative arrangements.

SUMMARY

- Fees are based on **39 sessions per academic year**, divided into **12 equal payments**.
- Monthly amounts stay the **same each month**.
- Late joiners pay the same monthly fee and are accommodated fairly across the year.
- Refunds and credits are issued and based on annual session values.
- Payments are processed through **ClassManager**, with multiple payment options available.
- A **£5 late fee** applies after 14 days of non-payment.