Parent/Carer Handy Guide 2027

Original Policy Date: **27th March 2026**
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Policy Responsibility: **Sam Gibbs (Principal)**
Updated or reviewed: **Annually**

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Next Scheduled Review: ***November 2027***

PERFORMERS THEATRE COMPANY

WELCOME TO PERFORMERS THEATRE COMPANY

At Performers Theatre Company, we are proud to offer a **caring, family-orientated and positive environment** where children can grow in confidence, creativity and 'Be Their Best'.

This guide is a summary of key information. Full policies, including our Terms & Conditions, take precedence.

About Us

- Established in 2022
- Led by Principal Sam Gibbs
- Staff and volunteers undergo appropriate safeguarding checks, including enhanced DBS checks where eligible.
- A qualified first aider is present at every activity.

What We Offer

We provide a range of performing arts opportunities:
- Weekly classes (acting, singing, musical theatre and more)
- Workshops and masterclasses
- Holiday workshops and summer schools
- Full-scale productions

Our classes focus on:
- Building confidence
- Developing performance skills
- Encouraging creativity and teamwork

Locations

Our classes run at:
- Park Community School (Havant)
- Deverell Hall (Waterlooville)

How Our Fees Work

Our fees are designed to be simple, fair and consistent across the year.

- Fees are based on **39 sessions across the academic year**
- This total is divided into **12 equal monthly payments**
- Payments remain the same each month, regardless of holidays or shorter months

This means you are paying towards your child's **full annual programme**, not a set number of sessions per month.

Monthly Payments

- Invoices are sent via ClassManager
- Invoices are sent on or around the **1st of each month**
- Payment is due within **14 days**

We offer flexible payment options:
- Bank transfer
- Standing order
- Card
- Cash

Joining Mid-Year

If your child joins after September:

- Fees are only payable from the point your child joins.
- If joining partway through a month, a covering payment will be calculated for the remaining sessions that month.
- Standard monthly payments will begin from the following month.
- There are no retrospective fees or catch-up payments for sessions before enrolment.

Discounts

We offer:

- 15% off the second sibling
- 10% off additional siblings

Additional discounts may apply for:

- Workshops and masterclasses
- Productions
- Package deals

Package Deals

We offer a range of package deals that provide bundled classes at a discounted monthly rate.

Additional Costs

Some activities are not included in monthly class fees:

- Productions and rehearsals
- Workshops and masterclasses
- Trips and tickets

Refunds & Credits

- If we cancel a class and cannot offer a suitable alternative, a credit or refund will be arranged in accordance with our Fees and Payments Policy.
- We do not normally offer refunds or credits for sessions missed due to illness, holidays or personal circumstances, subject to your statutory rights.

Please refer to our full Fees and Payments Policy for further information.

Late Payments

- Payments are due within 14 days of invoicing.
- A £5 late fee may apply to overdue payments.
- Persistent non-payment may result in attendance being temporarily paused, in accordance with our Fees and Payments Policy.

Free Trial

We offer a **free trial session** so your child can experience Performers before committing.

Productions

Productions are an exciting part of Performers but are optional.

- Children must audition
- Rehearsals and fees apply
- A Production Code of Conduct must be followed
- Casting decisions are final

Uniform

Uniform is compulsory (except trial sessions):

- Performers branded top
- Navy/black bottoms (no logos)
- Suitable footwear (trainers/jazz shoes/barefoot)
- Hair tied back
- Minimal jewellery (stud earrings + watch only)

Uniform can be purchased via our external provider (The Uniform Company) or through us directly.
https://theuniformco.co.uk/collections/performers-theatre-company-2025

Health and Safety

- Please ensure medical information and emergency contact details are kept up to date on ClassManager.
- More than one emergency contact can be added.
- Please check your child's personal information, including photograph and video permissions.
- Inform us promptly of any changes to your child's medical needs or additional support requirements.

Behaviour

We expect all students to:

- Be respectful
- Follow instructions
- Support others

Failure to follow our Code of Conduct may result in removal from a session.

Attendance & Collection

- Please ensure your child arrives and is collected on time.
- Children must be collected by an authorised adult unless independent travel has been formally agreed in advance.
- Persistent late collection may result in additional charges, where provided for in our applicable terms.
- Please inform us if your child will be absent from a session by email, telephone or text.

Leaving Performers

- 4 weeks' written notice is required
- Fees remain payable during this time

Staying Connected

For full policies, updates and information, visit:
www.performerstheatrecompany.com

You can email us on: admin@performerstheatrecompany.com
Or call us on: 07413 306363

Follow our social media accounts using our username: performerstheatre

Families receive a Weekly Update by email, sharing important information, upcoming events and key dates.

Please let us know if you would prefer not to receive these updates.

Welcome to the Performers family!