

LITTLE STARSHINE BALLET

TERMS & CONDITIONS

Including Cancellation & Refund Policy

For Little Starshine Ballet classes booked directly with us

Last updated: 13 August 2026

IMPORTANT BOOKING SUMMARY

- Classes are normally booked and paid for in half term blocks, with current fees and dates shown before booking.
- A child's place is reserved for the booked block. Refunds for cancellations are handled fairly and take account of the actual loss caused by the cancellation.
- Missed classes are not normally refunded. Where space allows, a catch up class may be offered during the same term.
- Nothing in these terms affects your statutory consumer rights.

1. About These Terms

These Terms & Conditions apply to Little Starshine Ballet classes booked directly through Little Starshine Ballet. They are intended to explain clearly how bookings, fees, cancellations, attendance, safety and other practical arrangements are handled.

Activities booked through a school, venue or another organisation may have separate booking, payment or cancellation arrangements. Where another organisation manages that part of the booking, its stated arrangements will apply to that part of the service.

2. Registration and Booking

A current registration form must be completed before a child attends. Parents and carers are responsible for providing accurate and up-to-date information about the child, including relevant medical, allergy, additional needs and emergency information.

Places are subject to availability. A place is confirmed once the required registration and payment have been completed, or when Little Starshine Ballet has otherwise confirmed the place in writing.

3. Fees, Block Bookings and Priority Rebooking

Little Starshine Ballet classes are normally booked in half term blocks, generally following the academic year. A block will usually contain around five to seven classes, although this can vary according to school holidays, venue availability and the published timetable.

The current price, dates, number of classes and total amount payable will be shown before booking. Fees may be reviewed between booking periods, but a fee will not be changed after a booking has been accepted for the relevant block unless the parent or carer agrees.

Current dancers may be offered a priority rebooking window before remaining places are released more widely. The dates and deadline for that window will be communicated. If a place is not rebooked by the stated deadline, it may be offered to another child.

4. Cancellations, Withdrawal and Refunds

A place in a class is reserved for the child for the booked block. If you need to cancel or withdraw your child, please contact us as soon as possible.

- If a parent or carer cancels a block booking, any amount retained will be limited to a fair amount that reflects the actual loss caused by the cancellation, including relevant unrecoverable costs and whether the place can reasonably be filled by another child.
- Once a block has started, refunds are not normally given simply because a child chooses not to continue or is unable to attend individual classes, although statutory rights and genuine exceptional circumstances are always respected.
- If the place can be filled by another child, or if Little Starshine Ballet avoids costs because of the cancellation, this may be taken into account when deciding any refund due.
- Genuine exceptional or compassionate circumstances will be considered individually. Depending on the circumstances, a refund, credit, transfer or other reasonable solution may be offered.

Nothing in this section removes any cancellation or refund right that applies under consumer law.

5. Missed Classes and Catch Ups

If a child misses a class while Little Starshine Ballet is running as planned, the missed class is not normally refunded because the place and teaching capacity were reserved for that child.

Where an equivalent Little Starshine Ballet class is available, a catch up class may be offered at another suitable venue during the same term. Catch ups are subject to space and prior agreement, are not guaranteed, and cannot normally be carried forward beyond the relevant term or exchanged for cash.

6. If Little Starshine Ballet Cancels or Changes a Class

Occasionally a class may need to be changed or cancelled because of teacher illness, venue problems, severe weather, safety concerns or other circumstances.

Where Little Starshine Ballet cancels a class, our normal approach is to replace the lost teaching time where reasonably possible, for example by rearranging the class or extending future classes. If the contracted teaching cannot reasonably be provided, an appropriate credit or refund will be offered for the part of the service that could not be delivered.

Where circumstances genuinely outside our reasonable control affect a class, we will try to provide a fair and practical alternative. Any refund or other remedy will be handled in accordance with applicable consumer law.

7. Payment

Payments are normally made through the Little Starshine Ballet website using the payment options available at checkout. Where online payment is not available, payment may be accepted by bank transfer when agreed.

We do not normally accept cash or cheques. Parents and carers should use the payment reference requested so that payments can be matched accurately to the child and booking.

8. Medical Information, Allergies, Medication and Additional Needs

Parents and carers must tell us about anything that may reasonably affect the child's safety, wellbeing or participation. This may include medical conditions, allergies, injuries, medication, SEND, sensory needs, mobility needs, emotional or behavioural support needs and personal care requirements.

Information should be provided when registering and updated if circumstances change. We aim to be inclusive and will consider reasonable adjustments according to the child's needs, the class, the venue and what can safely and reasonably be provided.

If medication may be required during a class, parents and carers must discuss this with us in advance and provide any necessary instructions. Emergency medication must be readily accessible where appropriate.

9. Parent or Carer Participation, Arrival and Collection

Little Starshine Ballet offers both parent assisted and independent classes. The attendance arrangements for each class will be stated in the booking information and may vary by age group or venue.

Children should arrive on time and be collected promptly at the end of the class. Where a child attends independently, parents and carers remain responsible for following the collection arrangements provided for that class and for telling us about any important change to those arrangements.

Where a parent or carer is required to remain in the venue or nearby, that requirement forms part of the class arrangements and should be followed for safeguarding and practical reasons.

10. Toilet Trips and Personal Care

Children are always allowed to use the toilet when needed. Where appropriate, they should tell the teacher before leaving the class area.

Toilet arrangements vary by venue and will be managed according to the child's age, the venue layout and safeguarding considerations. Children's privacy and dignity will be respected. Staff will not normally enter a toilet cubicle with a child or provide intimate personal care.

For parent assisted classes, the accompanying adult remains responsible for toileting and personal care. If a child in an independent class needs assistance with toileting or personal care because of age, disability, a medical condition or additional needs, the parent or carer must tell us in advance so that suitable arrangements and reasonable adjustments can be discussed.

11. Illness, First Aid and Emergencies

Children should not attend if they are too unwell to participate safely or if attendance could place others at unnecessary risk. If a child becomes unwell during a class, the parent, carer or emergency contact may be asked to collect them.

Appropriate first aid may be provided where necessary. If urgent medical assistance is reasonably considered necessary, emergency services may be contacted. Where delaying treatment could place a child at risk, emergency assistance may be sought before the parent or carer is contacted. Parents and carers will be contacted as soon as reasonably possible.

12. Clothing, Dance Shoes, Water and Belongings

Children should attend in clothing and footwear appropriate for their class. Any specific uniform or ballet shoe requirements will be communicated for the relevant class.

Children should bring a labelled water bottle where appropriate. Personal toys and unnecessary valuables should remain outside the class unless they are specifically required or agreed. Reasonable care will be taken, but Little Starshine Ballet cannot guarantee against accidental loss or damage unless this results from our negligence.

13. Behaviour, Settling and Inclusion

Classes are designed to be joyful, imaginative, nurturing and gently structured. Young children may need time to settle, and we aim to support this patiently and positively.

Children are expected to follow reasonable safety instructions and to treat others appropriately. If a child is struggling, we will use age appropriate encouragement, redirection and support. Where behaviour creates a serious or continuing safety concern, we may speak with the parent or carer and agree additional support or, where necessary, ask for the child to be collected.

14. Photography and Video

Photography and video permission is requested separately from the general booking. Giving permission is not normally a condition of attending a class.

Where permission has been given, photographs or videos may be used by Little Starshine Ballet in accordance with the consent provided and our Privacy Policy. Parents and carers may contact us if they wish to change their preference for future use.

15. Communication

Important class information, booking reminders and updates may be sent by email, text message or WhatsApp using the contact details provided. Parents and carers are responsible for keeping those details up to date and for checking important messages relating to their child's booking.

Contact: tracy@littlestarshineballet.co.uk

16. Safeguarding

The safety and welfare of children attending Little Starshine Ballet is a priority. Classes are delivered in accordance with our safeguarding procedures and appropriate insurance arrangements.

Safeguarding concerns will be handled sensitively and appropriately. Information may be shared with relevant safeguarding professionals or authorities where this is necessary to protect a child or where the law permits or requires it. Further information is available in our Safeguarding Policy.

17. Privacy and Personal Information

Personal information collected in connection with Little Starshine Ballet is handled in accordance with the Little Starshine Ballet Privacy Policy. The policy explains what information we collect, why we use it, how it is protected and the rights of parents, carers and children.

18. Our Responsibility, Liability and Consumer Rights

Little Starshine Ballet will provide classes with reasonable care and skill and will take reasonable steps to provide a safe and suitable environment.

Dance and movement activities naturally involve some risk of accidental injury. Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, or any rights a consumer has under law.

19. Concerns and Complaints

If you have a concern about a booking or any aspect of Little Starshine Ballet, please contact us so that we have the opportunity to understand and address the matter promptly.

Email: tracy@littlestarshineballet.co.uk

20. Changes to These Terms and Governing Law

These Terms & Conditions may be updated when booking arrangements, services, safeguarding requirements or relevant law and guidance change. The current version will be made available on the Little Starshine Ballet website. Material changes affecting an existing booking will be communicated where appropriate.

These terms are governed by the law of England and Wales. Nothing in this clause limits any consumer right to bring proceedings in another part of the UK where applicable.

Little Starshine Ballet

Questions about these terms: tracy@littlestarshineballet.co.uk