



## **Terms and Conditions 2024/25**

Venue: St.Louis Grammar School, Ballymena.

School Manager: Claire McKane

[claire@voiceworksni.co.uk](mailto:claire@voiceworksni.co.uk)

07751671600 (for class times only)

School Director: Lesley Henry

[lesley@voiceworksni.co.uk](mailto:lesley@voiceworksni.co.uk)

07817663231 (for class times only)

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By registering your son/daughter to a Voiceworks school, you confirm that you have read and understood Voiceworks' terms & conditions outlined below.

### **1. Accuracy of registration data**

- 1.1. All information provided via registration is correct.
- 1.2. Any medical and allergy information is supplied through registration. Parents of students with any medical issues should make themselves known to the school manager at the first class.
- 1.3. Any changes to the student's contact details or medical information must be made through email communication with the school director.
- 1.4. All students must be registered for the classes before they attend.
- 1.5. Unregistered children will not be permitted to participate in the class unless they are attending through a 'Bring a Friend' voucher. Such students must be registered at the desk before participating in the class.

### **2. Payment**

- 2.1. Deposit payment to secure a student's place at the school is non-refundable

- 2.2. Fees can be made in full or half-term payments, based on terms ranging from 6-12 weeks as indicated on Voiceworks term dates available from the school director manager or website.
- 2.3. Fees are payable no later than the first class of each new term or half term.
- 2.4. Voiceworks reserves the right to withdraw a student from the school if outstanding course fees are not paid by the designated deadline.
- 2.5. Payments must be made via bank transfer to the details provided and must be referenced with either the child's or parent's full name.
- 2.6. Email receipts will only be provided upon request.
- 2.7. Fees are subject to change and Voiceworks will forward this information in advance of any increase in fees.

### **3. Class Withdrawal**

- 3.1. Should any student wish to withdraw from the school in the middle of a term, a refund for any unused classes will not be given.
- 3.2. Should any student not wish to continue into the next term or half term, 14 days' notice must be given via email to the school director.

### **4. Class Cancellation / Notice**

- 4.1. Where possible Voiceworks endeavours to run all our classes as advertised.
- 4.2. Due to unforeseen circumstances such as staff illness, extreme weather or any other situations out of Voiceworks' control, classes may be rescheduled. This may result in a class being taken on a different day or time, or an adjustment of the school's term dates.
- 4.3. Should Voiceworks be in the position to offer a rescheduled class a refund of any kind will not be given. Should it not be possible to reschedule a class, the unused class fee will be either refunded or taken off the next payment, this will be at the discretion of the school director.

- 4.4. Voiceworks reserves the right to cancel classes, should such an occasion arise all class fees will be refunded.

## **5. Attendance**

- 5.1. Attendance at Voiceworks' schools is taken very seriously and will be strictly enforced.
- 5.2. All students are expected to attend every week.
- 5.3. Students must be signed into every class with a role taken.
- 5.4. Non-notified absences will be registered and we endeavour to contact parents after two weeks in a row.
- 5.5. If, for any reason, a student is unable to attend a class, notice should be provided by email to the school director or manager at least one day before the class. Any notice on the day should be made via email.
- 5.6. In extreme weather conditions where roads are dangerous or the venue decides for safety to close, class is non-refundable. Notice will be issued via email and a social media post.
- 5.7. In the case of illness which would result in two or more weeks' absence from school, upon presentation of a doctor's letter, the total fee of the unused lessons will be deducted from the following payment.
- 5.8. Should a student need to be absent from any event or education-related activity, permission may be sought before the term's payment and a lower-term payment may be negotiated. This will be at Voiceworks' discretion. This for example could be P.7 transfer test season.
- 5.9. Aside from the cases outlined above, a refund due to absence will not be provided.

## **6. Photographic Consent**

- 6.1. All students may be in photographs or filmed by Voiceworks or an exterior artist working on behalf of Voiceworks.

- 6.2. All such materials will belong to Voiceworks and will be used for the promotion of Voiceworks' schools and other projects.
- 6.3 If you do not wish your child's photograph to be taken, you must inform the school manager or director in writing before attending class.

## **7. Parental Policy**

- 7.1. Parents are not permitted into teaching spaces.
- 7.2. In the event of an informal showcase, Voiceworks may invite parents and family members into the teaching space. This will be at the discretion of the school manager.

## **8. Code of Conduct (appendix I)**

- 8.1. Parents are responsible for ensuring all students know and understand the Voiceworks' code of conduct.
- 8.2. The School expects all students to conduct themselves at all times in an orderly manner, respecting the rights, privacy and property of others.
- 8.3. The School reserves the right to remove any participants from a course with immediate effect if they are found to be in breach of Voiceworks' Code of Conduct detailed below or any other serious misconduct.
- 8.4. On such an occasion a refund of class fees would not be payable.

## **9. Terms & Conditions**

- 9.1. Voiceworks reserves the right to change these terms and conditions at any time providing one term's notice is given to students.



## **Appendix I Code of Conduct**

### **1. Punctuality**

*1.1. Students must arrive and be picked up five minutes before and following the class times.*

*1.2. School venue will not be open to students until five minutes before the stated times, all students must vacate the premises within 5 five minutes of the end of the class.*

### **2. Materials**

2.1. Students are responsible for printing any class materials which will be emailed before a class.

2.2. Students will be expected to memorise any materials as instructed by the tutor.

### **3. Substance Abuse**

*3.1. No student will be permitted to consume or be under the influence of alcohol or drugs.*

*3.2. No student will be permitted to smoke while under Voiceworks' care.*

### **4. Clothing**

*4.1. Once provided all students must wear their Voiceworks t-shirt to all classes.*

*4.2. Pupils are required to attend class wearing appropriate clothing and footwear.*

*4.3. Voiceworks reserves the right to not permit students to participate in movement-based classes if they are dressed in skirts, dresses, jeans or inappropriate footwear.*

*4.4. Jewellery will not be permitted in class.*

*4.5. All hair should be tied back.*

### **5. Mobile Phones & Social Networking**

*5.1. Voiceworks permits students to have a mobile phone but asks that all phones be switched off during class time.*

*5.2. While Voiceworks encourages the use of social networking to promote the school and the company as a whole, students are forbidden from publishing anything that may harm the image or reputation of Voiceworks, this is applicable for current and past students of Voiceworks.*

6. ***Behaviour***

6.1. Students will be expected to follow the instructions of Voiceworks staff, or any staff working on behalf of Voiceworks at all times.

6.2. Voiceworks promotes respect and courtesy among all students and staff.

6.3. Any form of bullying will be taken extremely seriously and may result in withdrawal from the school.

7. ***Property***

7.1. Voiceworks does not accept any responsibility for any loss or damage to property left on the premises.