



Wonderland Stage School General Terms and Conditions

Introduction

This section sets out the Terms and Conditions by which Wonderland Stage School agrees to provide merchandise and services to you and your child. When you register your child via the Registration Form, you are signifying your agreement to these Terms and Conditions. It is your responsibility to familiarise yourself with them before you book or purchase any product from us. Wonderland Stage School reserves the right to modify, cancel or append these Terms and Conditions and upon doing so will update the website. On booking, it is your responsibility to check the website for the most recent Terms and Conditions. When renewing your services or products with us, the most recent Terms and Conditions shall apply.

1.0 Definitions

1.1 "The Services" refer to the weekly Saturday stage school.

1.2 "Workshop" refers to a one-off project, and is delivered for a certain amount of hours per day for a period of between one and five consecutive days.

1.3 "Stage School" refers to our weekly dance, drama and singing classes and is delivered for a certain amount of hours during the days, specified as term dates, given at time of booking.

1.4 "Private singing lessons" are 30-minute lessons with Wonderland Stage School's singing teacher that take place separately to Main School but follow the same dates as the rest of our services.

1.5 "Feedback form" is a google form we may send out to parents throughout the year to ensure you have an opportunity to share your thoughts and comments on the service we provide.

1.6 "Inform", "Notify", "Communicate" and "Contact" are the processes by which we exchange information and enter into contracts regarding our products and services.

1.7 "Merchandise" is a physical product related to the activity and sold by us e.g. printed t-shirts.

1.8 "Our Website" refers to www.wonderlandstageschool.co.uk

1.9 "Wonderland Stage School", "we", "us", and "our" refers to the work delivered by the Wonderland Team and overseen by Alice Davies.

1.10 "Registration form" is a Google Form we will send you and which you must complete before your child's first session and before leaving your child with us.

1.11 "Session" refers to any class whether it be a "workshop", "club" or any other tuition provided by us.

1.12 "Sibling" is a brother, sister, half-brother, half-sister, step-brother, or step-sister of a specific child.

1.13 "Waiting List" is a list comprising of children who wish to attend a certain project, which is over-subscribed. This list is solely held by us.

1.14 "You", "The Client", "parent/carer" refers to a person or persons who are purchasing merchandise or services from us

1.15 "Your child" is a person under 18 years of age who you are parent or authorised guardian for, as registered on your registration form. "Children" shall be construed accordingly.

2.0 Workshops

2.1 Signing Up

2.1.1 The cost of booked sessions and methods of payment are detailed on an email you will receive from Alice Davies.



2.1.2 Full payment is required at the time of booking.

2.1.3 If full payment is not received by the end of the first day, we reserve the right to suspend the child from the rest of the workshop and pursue full payment.

2.1.4 Discounts may be available in certain circumstances. Only one discount can be used against the cost of a booking at any time.

2.1.5 All discounts must be claimed at the time of booking. No retrospective discounts or refunds will be offered against any unclaimed discounts.

2.1.6 The client agrees that Wonderland Stage School may review and increase their fees from time to time.

2.1.7 All sums shall become due immediately on termination of this contract.

2.1.8 Time is of the essence with payment of fees.

2.2 Changes and Cancellations

2.2.1 50% of the fees act as the deposit and however paid are non-refundable.

2.2.2 During the provision of our services, if your child misses a section or part of any service provided by Wonderland Stage School, you will not receive a refund or credit of money or alternative services.

2.2.3 If you cancel less than 14 days before the commencement of a workshop you are only required to pay the deposit. If you cancel less than 7 days you will be liable to pay full cost of the cancelled place.

2.2.4 If any payments which are due under these Terms and Conditions are not made by their respective due date we have the right to exclude your child.

2.3 Content

2.3.1 We reserve the right to alter, omit or substitute any part or parts of any service provided by us described in any promotional or other materials published by us or on our behalf without notice.

2.3.2 In the event of any change to content as described above, we will have no liability to refund any part of any fees or deposit.

2.4 Waiting Lists

2.4.1 If your child is on a waiting list, this does not guarantee a place in a particular session.

2.4.2 If a place becomes available on a workshop, the place will be offered to the first person on the waiting list, and so forth.

3.0 Stage School

3.1 Signing Up

3.1.1 The cost of fees for booked sessions and methods of payment are detailed on our website and via email communication if requested.

3.1.2 For returning pupils, full payment per term is required before the first day of term commences, unless an instalment of 3 payments across the term has been agreed. In this case, the first instalment is required before the first day of term commences.

3.1.3 For new pupils, if full payment or the first instalment for the term is not received after the taster session and before the next session takes place, we reserve the right to suspend the child from the stage school and pursue payment.



3.1.4 Discounts may be available in certain circumstances. Only one discount can be used against the cost of a booking at any time.

3.1.5 All discounts must be claimed at the time of booking. No retrospective discounts or refunds will be offered against any unclaimed discounts.

3.1.6 The client agrees that Wonderland Stage School may review and increase their fees from time to time.

3.1.7 All sums shall become due immediately on termination of this contract.

3.1.8 Time is of the essence with payment of fees.

3.2 Changes and Cancellations

3.2.1 During the provision of our services, if your child misses a section or part of any service provided by Wonderland Stage School, you will not receive a refund or credit of money or alternative services.

3.2.2 If circumstances change part way through a term and for whatever reason your child can no longer attend and you wish to withdraw their place, it is not guaranteed that you will receive a refund or credit of money or alternative services. This is at the discretion of Alice Davies and is reviewed on a case-by-case basis.

3.2.3 If any payments which are due under these Terms and Conditions are not made by their respective due date we have the right to exclude your child.

3.3 Content

3.3.1 We reserve the right to alter, omit or substitute any part or parts of any service provided by us described in any promotional or other materials published by us or on our behalf without notice.

3.3.2 In the event of any change to content as described above, we will have no liability to refund any part of any fees or deposit.

3.4 Waiting Lists

3.4.1 If your child is on a waiting list, this does not guarantee a place in a particular session.

3.4.2 If a place becomes available at the stage school, the place will be offered to the first person on the waiting list, and so forth.

3.5 Free Taster Session

3.5.1 All new participants to Wonderland Stage School are eligible for a free taster session on their first day.

3.5.2 The Registration Form must be completed in full prior to their taster session.

3.5.3 If the decision is made that your child wants to continue with Wonderland Stage School after the taster session, fees for the remainder of the term must be paid before the next session on receipt of invoice. Clause 3.1.3-8 then applies.

3.5.4 If the decision is made that your child does not want to continue with Wonderland Stage School after the taster session, no payment will be required. Your data will be permanently deleted in accordance with our GDPR Policy.

4.0 Private Singing Lessons

4.1 Signing Up

4.1.1 The Registration Form must be completed prior to the pupil's first private singing lesson to ensure Wonderland Stage School has all relevant information and emergency contact details.



4.1.2 The cost of private singing lessons and methods of payment are detailed on our website and via email communication if requested.

4.1.3 For returning pupils, full payment per term is required before the first day of term commences, unless an instalment of 3 payments across the term has been agreed. In this case, the first instalment is required before the first day of term commences.

4.1.4 For new pupils, the first lesson will be offered at a reduced rate. Full payment for this must be received before the lesson commences. If the student wishes to continue their lessons, an invoice for the remainder of the term will be processed. Payment in full for the term or the first instalment must be received before the next lesson.

4.1.5 Discounts may be available in certain circumstances. Only one discount can be used against the cost of a booking at any time.

4.1.6 All discounts must be claimed at the time of booking. No retrospective discounts or refunds will be offered against any unclaimed discounts.

4.1.7 The client agrees that Wonderland Stage School may review and increase their fees from time to time.

4.1.8 All sums shall become due immediately on termination of this contract.

4.1.9 Time is of the essence with payment of fees.

4.2 Cancellations, Lateness and Rescheduling

4.2.1 If the student needs to cancel or reschedule a lesson, a minimum of 24 hours' notice is required.

4.2.2 Cancellations with less than 24 hours' notice will result in the full lesson fee being charged, except in cases of emergencies.

4.2.3 If the teacher needs to cancel a lesson, the parent/carer will be notified as soon as possible, and the lesson will be rescheduled at a mutually convenient time or a credit or refund will be issued.

4.2.4 If circumstances change part way through a term and for whatever reason your child can no longer attend and you wish to withdraw their place, it is not guaranteed that you will receive a refund or credit of money or alternative services. This is at the discretion of Alice Davies and is reviewed on a case-by-case basis.

4.2.5 Lessons will begin and end at the scheduled time. If the student arrives late, the lesson will still end at the designated time, and the full lesson fee will be charged.

4.2.6 If the teacher is late, the missed time will be made up during the lesson if suitable or at a future lesson.

4.3 Waiting Lists

4.3.1 If your child is on a waiting list, this does not guarantee a place in a particular session.

4.3.2 If a private singing lesson slot becomes available, the place will be offered to the first person on the waiting list, and so forth.

4.4 Parental Responsibility

4.4.1 It is the responsibility of the parent/carer to ensure the child arrives on time and is picked up promptly at the end of the lesson if required.

4.4.2 We encourage the parent/carer to attend the private lesson each week but we request minimal distractions.



5.0 Health and Injuries

5.1 Client Obligations

5.1.1 The client has an obligation to inform Wonderland Stage School of any health problems, relevant medical history and dietary requirements of children under their care on the Registration Form at the point of sign up.

5.1.2 The client must inform Wonderland Stage School of any disabilities, medication and medical requirements and provide the appropriate carer, assistant or equipment if necessary.

5.1.3 The client is solely responsible for ensuring the emergency contact details on Wonderland Stage School records are correct. The client will complete the Registration Form to the best of their ability at the point of sign up. They must update Alice Davies in writing as soon as any information changes.

5.1.4 All medication must be clearly labelled and be with the young person at all times whilst in the care of Wonderland Stage School. They should be able to administer the medication themselves, unless another agreement has been made directly and in writing to Alice Davies.

5.1.5 You understand that you, or your child, make your own choices from advice given and therefore we do not accept liability for death or personal injury to any child attending Wonderland Stage School or any activity related to Wonderland Stage School whether organised by us or otherwise. Except to the extent that such death or injury shall be caused by the negligence or default of any member of our staff or any other default on our part.

5.2 Our Obligations

5.2.1 Wonderland Stage School guarantee that there will be at least one qualified first aider on site at all times and we will carry a suitably stocked first-aid kit for minor injuries.

5.2.2 We will always act in the best interests of the child and take appropriate, reasonable action in response to any illness, accident, or injury incurred whilst in our care. This includes the administration of standard first aid by the qualified first aider on site and, where necessary, contacting emergency medical services. Every effort will be made to contact the parent in an emergency situation.

6.0 Limitation of Liability

6.1 This condition sets out the entire financial liability of Wonderland Stage School (including liability for the acts or omissions of its tutors) to the client in respect of

a) A breach or non-performance of the Contract

b) Negligence and misrepresentation

6.2 All warranties, conditions, and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the contract.

6.3 Nothing in these Conditions limits or excludes the liability of Wonderland Stage School for:

a) death or personal injury resulting from negligence

b) any damage or liability incurred by the client as a result of fraud or fraudulent misrepresentation by Wonderland Stage School

6.4 The liability of Wonderland Stage School and that of its staff is restricted to teaching time only.

7.0 Personal Property

7.1 We do not accept responsibility for any loss of, or damage to, personal property belonging to you or your child irrespective of whether such possessions might be used by you or the child for the purposes of any Wonderland Stage



School activity. Except to the extent that such loss or damage shall be caused by the negligence or default of any member of our staff or any other default on our part.

8.0 Use of Personal Information

8.1 Please read our GDPR Policy and Privacy Policy for further details.

9.0 Miscellaneous

9.1 These Terms and Conditions and any documents referred to herein constitute the entire agreement between you and us in connection with your booking, purchase or use of our services superseding any prior agreements between you and us.

9.2 You agree that you have entered into these Terms and Conditions without reliance on any representation, warranty or undertaking by us, which is not set out expressly in these Terms and Conditions.

9.3 The agreement shall be governed by, and construed in accordance with, the laws of England and Wales and any dispute, proceedings or claim shall fall within the jurisdiction of the English courts.

These Terms and Conditions were last reviewed on 1st September 2026.