

## TRIAL, FEE AND BILLING POLICY

### All Access Performing Arts & Fitness

**Effective from:** 1<sup>st</sup> January 2026

**Version:** 2.0

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#### Trial Policy - All Access Performing Arts School

##### 1. Purpose

Trial sessions allow families to assess whether a class is the right fit before committing.

##### 2. Trial Structure

- Weekday Classes (LAMDA & Drama Clubs): One free trial per student
- Stage Stars (Saturday Classes): One free trial per student with a 2-week option available upon request – second week to be paid in full.

##### 3. Eligibility

Each student is entitled to one trial per class (unless otherwise agreed).

##### 4. Availability & Booking

Trials are subject to availability and must be booked in advance. A trial does not guarantee a place in the class.

##### 5. Securing a Place

A place is only confirmed once fees have been paid. Trial sessions do not reserve or hold a space.

##### 6. Refunds

Trial fees (where applicable) are non-refundable once booked or attended.

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#### Fee & Billing Policy

##### 1. Billing Period

Classes are invoiced half-termly in advance, in line with Buckinghamshire school term dates. Some Adult classes may be charged prior to class commencement on the day.

##### 2. Payment Methods

Payment is accepted via bank transfer, cash or via the invoice payment link by card.

##### 3. Payment Terms

Invoices must be paid by the stated due date to secure a student's place.

#### **4. Multi-Class Monthly Plans**

Families attending multiple classes may request a monthly payment plan. These plans represent a commitment to the full half-term or term.

#### **5. Additional Fees**

Additional costs may apply for:

- Shows and performances
- Costumes and props
- Tickets
- Exam entries
- Workshops and masterclasses
- Private lessons

All additional fees will be communicated in advance.

#### **6. Non-Refundable Items**

Fees for classes, trials, performances, exams and additional activities are non-refundable once booked or the term has commenced, unless cancelled by All Access.

#### **7. Missed Classes**

Missed classes due to illness, holidays or other commitments are non-refundable and cannot be transferred.

#### **8. Late Payments**

If payment is not received by the due date, reminders will be issued. Continued non-payment may result in:

- An administration fee
- Suspension of attendance until payment is received

#### **9. Notice Period**

Half a term's written notice is required to withdraw from classes. Fees remain payable during the notice period.

#### **10. Cooling-Off Period**

For online bookings, statutory cooling-off rights apply as outlined in our Terms & Conditions.