

## **Booking Classes at The Oak Circus Centre: Terms, Conditions & Information**

### **General**

- ≡ Fees are to be paid in advance - this can be on the same day but must be before joining the class.
- ≡ Bookings are for the named individual and are not transferable.

### **Booking a Block**

- ≡ Our Blocks generally follow the school half term dates, and are usually 6 or 7 weeks in length.
- ≡ We recommend that a Block is purchased in advance in order to secure your place.
- ≡ A Block can be booked online via our website [www.theoakcircuscentre.org](http://www.theoakcircuscentre.org) or by one of the other payment options below.
- ≡ There is a 10% discount on any second Block in the same half term period; these cannot be booked online, you will need to pay by one of the other payment options below.
- ≡ There is a 20% discount on all Block bookings for students holding a valid NUS card. These bookings can only be made in person at The Oak Circus Centre on production of the card.
- ≡ Customers may 'try out' the first session of any course and still take advantage of the reduced rate for the Block. The first 'try out' session must be booked and paid as a drop-in session first. If the student wishes to continue then the reduced rate for that Block will apply and the balance due should be paid before commencing the second session.

### **Drop-in sessions**

- ≡ One off 'drop-in' sessions cannot be booked or paid for via the website, but should be booked in advance by calling us or by email.
- ≡ Drop-in sessions are not available for Youth Circus or Pre-School.
- ≡ If a drop-in has not been booked in advance, The Oak Circus Centre will refuse admission if the correct student to tutor ratio cannot be maintained.
- ≡ If a drop in has been booked but not yet paid for, and the person booking the session has not arrived at least 5 minutes before the start of the class, then we may offer that space to a waiting customer

### **Youth Circus and Pre-school**

- ≡ Are only available by advance Block booking, either online via our website [www.theoakcircuscentre.org](http://www.theoakcircuscentre.org) or by one of the other payment options below.

## Payment Options

Most blocks can be booked and paid for via our website at [www.theoakcircuscentre.org](http://www.theoakcircuscentre.org)

Other options include:

- by card over the phone - 01603 568634
- In person at the Oak Centre (cash or card)
- By Bank Transfer to:

Barclays Bank

Lost in Translation Circus

Sort code 20-62-53

Account no. 50950564

Please put the students name as reference, so the payment can be allocated correctly

Email [info@oakcircuscentre.org](mailto:info@oakcircuscentre.org) to reserve a drop in session or if you have any queries regarding payments.

## NADCA courses

≡ Are by invitation or audition only

## Arrival Time

To allow sufficient time to complete any registration or payments, we ask students to arrive at least 15 minutes before the starting time of the class.

## Transfer

Students wishing to transfer to an alternative course may do so subject to availability. If the preferred course is at a higher price than the original, then the balance must be paid before commencing. No refunds will be given for transferring to a lower priced course.

## Refunds

The following will apply:

1. Refunds due to student absence:
  - More than 24-hour notice of absence given - alternative class (including Open Training) of same monetary value will be offered (or can pay the difference)
  - Less than 24-hour notice - no exchange/refund
  - Above are subject to management discretion
2. Students will be offered the choice of a monetary refund or a session on an alternative class if The Oak Circus Centre has to cancel any session.
3. The Oak Circus Centre reserves the right to cancel any course if there are not enough students booked. Students will be offered the choice of a monetary refund or a place on an alternative course.