



Shout Out! Class booking and payment policy

Welcome to the Shout Out! Family!

To ensure all children attending can benefit from our classes, below we have outlined our membership guidelines.

- **Behaviour**
We operate on a zero violence policy and any child being physical or aggressive towards other children/staff will be sent home and may have to miss a class. There will be no refund for classes missed.
If the behaviour continues, your child will no longer be able to attend the classes.
- **Attendance**
If your child is unwell or not able to attend, please let your class facilitator know before the start of the class so they can plan accordingly.
- **Punctuality**
Please ensure your child is at the class venue 5 minutes before the start of class so they can be ready to start on time
- **School pick up**
Please inform Hannah if your child does not require school pick up on a specific day via Text/email
- **Uniform (*only stated classes*)**
Every child must wear their uniform t-shirt each week and leggings/tracksuit bottoms. Wearing a uniform helps to create a sense of belonging as well as creating brand awareness
- **Signing in, Registration and payment forms**
Every child needs to have a registration form with emergency contact details. Each week your child must be signed in (unless being picked up by Shout Out!) and signed out.
- **Photo / video consent for social media, website and marketing purposes**
Photos /videos are taken during class for the purposes of updating social media, website or promotion. If you would rather your child was not photographed, please state it on your registration form.

Booking & Payments

- To book a class, please complete the corresponding registration form (usually found on the website) . You will then be sent further information and payment details. Your child's place is not confirmed until payment has been received.
- **Termly Payments**
All classes are to be paid in full at the start of the term or before your child starts attending their chosen class.
All payments must be made by the 2nd week of term at the very latest. Payments can be made via cash or bank transfer
Any payments made after this will include a £5 late payment charge
- **Refunds**

There are no refunds for missed classes during the termly or holiday/inset days. If you have paid for a class and need to cancel for whatever reason before it starts, there will be a 10% cancellation fee up to a week before the date of the class. Any cancellations made within 1 week of the class date will not be refunded.

Should you have any questions or would like to get in touch please get in touch

Email: Hannah@shoutout-creative.com **Phone:** 07944-807-996