

Terms & Conditions

Just 4 Kids Performing Arts

Policy Lead: Victoria Nagy, Principal

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Welcome to J4K

Thank you for choosing Just 4 Kids Performing Arts.

We want J4K to be a place where children can **have fun, make friends, express themselves, grow in confidence and feel that they belong.**

These Terms & Conditions explain how our classes, workshops and activities work, including trials, enrolment, payments, absences, cancellations and the practical things families need to know.

By enrolling your child or making a booking with J4K, you agree to these Terms & Conditions.

1. Free Trial Classes

Every new child is welcome to attend **one free trial session** at one of our regular weekly classes, subject to availability.

There is no obligation to continue afterwards. The trial is simply an opportunity for your child to experience J4K and see how they get on.

After the trial, we'll get in touch with you. If your child would like to continue, we'll send you the information you need to enrol and set up payment.

A place is not guaranteed until enrolment has been confirmed.

2. Joining J4K

Our weekly classes run during J4K's published term dates.

Once your child is enrolled, their place is reserved for them in their chosen class.

Children may sometimes join us **part-way through a term** where spaces are available. In this situation, fees will be adjusted to reflect the remaining sessions rather than charging for classes that took place before the child joined.

Places are subject to availability and appropriate age-group placement.

3. Term Fees & Payments

J4K weekly classes are booked on a **termly basis**.

Rather than asking families to pay the entire term fee at once, we divide the fee into **three instalments**, normally collected approximately every four weeks.

Payments are collected through **GoCardless Direct Debit**.

When your child enrolls, you will be asked to complete a GoCardless Direct Debit mandate. GoCardless will notify you before payments are collected.

The price of your child's class and the instalment amount will be made clear when you enrol and can also be found on our Classes page.

If a Direct Debit payment fails, we will contact you and may resubmit the payment.

If you're experiencing difficulty with a payment, please contact Vicky. We'd much rather know so that we can talk about it than have you worrying about it.

4. Missed Classes

Because your child's place is reserved for them throughout the term, we are unable to provide refunds or credits for sessions they miss.

This includes absence because of:

- illness;
- holidays;
- school activities;
- family commitments;
- parties or other activities;
- choosing not to attend a particular session.

We are also unable to transfer a missed session to another J4K class.

If your child is going to miss a session, a quick message is always appreciated so we know not to expect them.

5. If J4K Cancels a Class

We work hard to make sure classes run as planned and cancellations are rare.

If something happens with our usual venue, we will try to find a suitable alternative venue wherever reasonably possible and let families know as soon as we can.

If **J4K has to cancel a session** and we cannot provide a suitable alternative, we will either:

- add the equivalent time to subsequent J4K sessions; or
- provide an appropriate refund or credit for the cancelled session.

We will let affected families know which arrangement applies.

6. Changes to Classes or Venues

Occasionally we may need to make reasonable changes to:

- class times;
- venues;
- teaching staff or assistants;
- performance arrangements;
- other practical aspects of a class.

Where possible, we will give families as much notice as reasonably practicable and try to minimise disruption.

A change of teacher or assistant does not normally constitute cancellation of the class.

7. Arriving & Collection

Please aim to arrive in time for the beginning of your child's class so that they can settle in and take part from the start.

That said, **life with children doesn't always run to schedule!** If you're running late, we'd rather your child came to the remainder of their class than missed it completely.

If the doors have been secured after the class has started, please knock loudly and a member of the team will let you in as soon as they reasonably can.

Parents and carers are responsible for their child until they have been handed over into the care of the J4K team and should arrange prompt collection at the end of the session.

Children will normally only be released to their parent/carer or an adult authorised to collect them. Please let us know if somebody different will be collecting your child.

8. Medical Information

Parents and carers must provide accurate and up-to-date information about anything that may affect their child's **health, safety, wellbeing or participation** at J4K.

This may include:

- medical conditions;
- allergies;
- medication;
- disabilities or additional needs;
- relevant emergency information.

Please let us know if any of this information changes during your child's time with J4K.

If your child needs medication during a J4K session, please tell us in advance so that appropriate arrangements can be discussed.

Further information is available in our **Health, Safety, First Aid & Medical Needs Policy**.

9. Additional Needs & Inclusion

We want J4K to be welcoming and inclusive.

If your child has an additional need, disability, communication need, sensory need or anything else that might affect their experience, we encourage you to tell us **before or during their trial wherever possible**.

Knowing this helps us understand your child and consider any reasonable adjustments that may help them participate.

We will make reasonable adjustments wherever reasonably possible, taking into account the individual child, activity, venue, available staffing and the safety and wellbeing of everyone attending.

Further information can be found in our **Equality, Diversity & Inclusion Policy**.

10. Behaviour

Children attending J4K are expected to treat other children, team members, venues and equipment with respect and to follow reasonable instructions.

We understand that children sometimes need support with behaviour and will work with children and their families wherever possible.

However, behaviour that seriously or repeatedly affects the **safety or wellbeing of the child, other children or J4K team members** cannot be ignored.

Where appropriate, we may ask a parent or carer to stay during a session while additional support strategies are put in place.

In serious or persistent circumstances, participation may need to be restricted, suspended or ended where we cannot safely support the situation within the J4K environment.

Any such decision will be considered carefully.

Further details can be found in our **Behaviour & Anti-Bullying Policy**.

11. Respectful Behaviour

We ask parents, carers, children and J4K team members to treat one another with kindness and respect.

Threatening, abusive, discriminatory or intimidating behaviour towards children, families, J4K team members or venue staff will not be accepted.

Serious incidents may result in appropriate action being taken to protect those involved. Where behaviour raises a safeguarding concern, our **Safeguarding & Child Protection Policy** will take priority.

12. J4K T-Shirts

Every enrolled J4K student receives a **J4K Performing Arts T-shirt free of charge**.

We ask children to wear their J4K T-shirt to their weekly class and to performances or events when requested.

Children have an annoying habit of growing, so when the T-shirt becomes too small, **bring the old one back to us and we'll swap it for the next size up free of charge**.

Returning outgrown shirts means we can reuse them where appropriate and continue offering free J4K T-shirts to our students.

For classes, children should wear comfortable clothing they can move easily in, such as leggings, joggers or sports trousers, with suitable footwear.

13. What to Bring

Children don't need lots of equipment for J4K.

Generally, all they need is a **named bottle of water**.

Please leave valuable items, toys, **mobile phones, tablets, games consoles** and other unnecessary belongings at home wherever possible.

J4K will take reasonable care but cannot accept responsibility for belongings that are lost, damaged or left behind, except where liability cannot legally be excluded.

14. Performances

Working towards performances is an important and exciting part of many J4K terms.

Where a class is working towards a performance, we will provide families with relevant information about dates, times, clothing, costumes or other arrangements.

Children's roles, lines, solos and other performance opportunities will vary according to the production, age group and needs of the class.

We aim to give every child a meaningful opportunity to participate, but this does not necessarily mean every child will receive the same number of lines, a solo or an identical role.

15. Photography & Video

J4K may take photographs or video during classes, workshops, rehearsals, performances and events.

We will respect the photography and video permissions recorded for each child.

Parents and carers can contact us if they want to review or change their child's permissions.

Please note that **audience photography and filming are not permitted at J4K end-of-term performances**. This helps us respect the privacy and safeguarding needs of all children taking part.

Full details are available in our **Mobile Phones, Photography & Video Policy**.

16. Holiday Workshops & Special Events

J4K also runs holiday workshops and may occasionally offer other special events.

Bookings for holiday workshops and special events are subject to the booking information provided for that particular activity.

Once a place has been booked, it is reserved for that child and fees are normally **non-refundable if the child is subsequently unable or chooses not to attend**.

If J4K cancels a workshop or event and cannot provide a suitable alternative, affected families will be offered an appropriate refund or credit.

17. Communication

We primarily use **email and WhatsApp** to communicate with J4K families.

Messages may include:

- class information and reminders;
- performance arrangements;
- venue information;
- payment information;
- changes or cancellations;
- other important J4K updates.

Parents and carers are responsible for making sure the contact details supplied to us remain up to date and for checking important communications about their child's class.

Please let us know if your telephone number or email address changes.

18. Safeguarding

Children's safety and wellbeing are at the heart of J4K.

Any safeguarding concerns will be handled in accordance with our **Safeguarding & Child Protection Policy**.

Information may need to be shared with appropriate professionals or authorities where necessary to protect a child.

19. Leaving J4K

If your child decides they no longer want to attend J4K, please let us know as soon as possible.

If you decide to leave **part-way through a term**, please contact us so that we can update your child's enrolment and Direct Debit.

Your next instalment will be cancelled where it has not already fallen due or been submitted for collection. Payments already made for the term are non-refundable.

Once your child's place has been cancelled, it may be offered to another child and we cannot guarantee that the same place will remain available if you later decide to return.

20. J4K Policies

By enrolling with J4K or booking one of our activities, families agree to follow these Terms & Conditions and the relevant policies that support the safe and effective running of our activities.

These include:

- Safeguarding & Child Protection;
- Behaviour & Anti-Bullying;
- Equality, Diversity & Inclusion;
- Health, Safety, First Aid & Medical Needs;
- Mobile Phones, Photography & Video;
- Privacy;
- Complaints.

Our policies are available through the J4K website.

21. Changes to These Terms

We may update these Terms & Conditions from time to time to reflect changes to our classes, workshops, payment arrangements, policies, legal requirements or the way J4K operates.

Where a change is significant and affects existing families, we will communicate this where appropriate.

22. Questions?

We want our Terms & Conditions to be **clear, fair and easy to understand**.

If you're unsure about anything, or there's something about your family's circumstances you'd like to discuss, please get in touch.

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Creating a place to have fun, belong and shine.

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