



## BOUNDLESS ARTS TERMS & CONDITIONS

These Terms & Conditions apply to all clubs, classes, workshops, and events provided by The Boundless Arts Company ("Boundless", "we", "our", or "us"). By enrolling a child or participating in any Boundless activity, parents/guardians and participants agree to be bound by the following terms.

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### 1. TOILET USAGE

- 1.1 Only one child is permitted to use the toilet at a time during a club session.
  - 1.2 Children must request permission from a Boundless Practitioner before leaving the session to use the toilet.
  - 1.3 Permission will be granted at the discretion of the Practitioner, taking into account the environment, supervision levels, and safety considerations.
  - 1.4 Where a Practitioner deems it unsafe for a child to attend the toilet independently, a group toilet break may be implemented.
  - 1.5 If a child is absent from the session for longer than five (5) minutes while using the toilet, the Practitioner will seek further assistance.
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### 2. COLLECTION FOR CLUB SESSIONS

- 2.1 Where required by the school, Boundless Practitioners will collect enrolled children from their classrooms and register them upon collection. Otherwise, the enrolled children will meet the Boundless Practitioner in the designated area.
  - 2.2 Children remain under the supervision of Boundless until all attending children have been collected and escorted together to the designated club area.
  - 2.3 If a child is not present at school, and/or Boundless has been notified in advance of non-attendance, the child will be marked as absent.
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### 3. DEPARTURE FROM CLUB SESSIONS

- 3.1 At the end of each session, children will be supervised while collecting belongings and lining up at the designated departure point.
- 3.2 Children will only be released to an authorised parent or guardian, and will be signed out to ensure all children are accounted for.



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3.3 If a parent or authorised collector is more than ten (10) minutes late on three (3) consecutive occasions, Boundless reserves the right to charge a late collection fee of £20.

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## 4. COMPLAINTS

4.1 Boundless views complaints as an opportunity to improve services and resolve concerns fairly.

4.2 All complaints must be submitted in writing via email.

4.3 All complaints will be handled confidentially.

4.4 Boundless aims to respond to all complaints within forty-eight (48) hours of receipt.

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## 5. CANCELLATIONS & REFUNDS

5.1 Boundless does not offer refunds for clubs, classes, workshops, or events, as staffing and resources are allocated based on confirmed attendance numbers.

5.2 All cancellation requests must be submitted in writing via email.

5.3 Where appropriate, and at Boundless' discretion, refunds or credits may be offered for future sessions not attended (for example, in cases of injury supported by a doctor's note).

5.4 Refund processing may take between forty-eight (48) and seventy-two (72) hours.

5.5 A twenty-five percent (25%) administration fee will be deducted from any approved refund.

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## 6. CANCELLED CLASSES

6.1 If Boundless cancels a class due to staff illness or unforeseen circumstances, a full refund for that class will be issued.

6.2 If a class is cancelled due to circumstances beyond Boundless' control, including but not limited to acts of God, no refund will be issued.

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## 7. CANCELLED WORKSHOPS

★ (CHECK OUT OUR OTHER **BOUNDLESS** CLASSES ... **DRAMA, RHYTHMS** and **THEATRE**.)



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7.1 Workshop cancellations are subject to the following terms:

- More than seventy-two (72) hours' notice: no payment required
- Less than forty-eight (48) hours' notice: up to fifty percent (50%) of the workshop fee may be charged
- Less than twenty-four (24) hours' notice: the full workshop fee may be charged

7.2 Workshops may be rescheduled free of charge where at least seventy-two (72) hours' notice is provided.

7.3 Where less than seventy-two (72) hours' notice is given for rescheduling, Boundless reserves the right to charge a £20 administration fee.

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## 8. WIDESPREAD PANDEMIC

8.1 In the event of a widespread pandemic, no refunds will be issued for the term.

8.2 All classes will be transferred to an online platform (e.g. Zoom) for the remainder of the term.

8.3 Class times may vary; however, Boundless will endeavour to maintain timings as close as possible to the original schedule.

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## 9. FIRST AID & ILLNESS

9.1 Children should not attend any Boundless session if they are displaying signs of illness.

9.2 Boundless is not responsible for illness contracted during any class, club, or workshop.

9.3 By accepting these Terms & Conditions, parents/guardians consent to Boundless Practitioners administering first aid to their child when deemed necessary.

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## 10. SPECIAL EDUCATIONAL NEEDS (SEN) SUPPORT

10.1 Where a child receives regular support or attends a specialist provision during the school day, they must be accompanied and supported during Boundless sessions by a parent/guardian or a Teaching Assistant.

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## 11. MAILING LIST

11.1 Individuals may subscribe to the Boundless mailing list via:

[www.boundlessarts.co.uk/mailling-list](http://www.boundlessarts.co.uk/mailling-list)

11.2 Requests to unsubscribe should be submitted via email to [info@boundlessarts.co.uk](mailto:info@boundlessarts.co.uk), and details will be removed from the Boundless database.

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## 12. CODE OF CONDUCT

12.1 All Practitioners and participants are expected to uphold high standards of behaviour in studios, theatres, and performance spaces.

12.2 Participants must:

- Treat all individuals with respect
- Adhere to studio and theatre etiquette
- Respect judges' and officials' decisions
- Enter performance spaces only with permission
- Refrain from offensive, abusive, or inappropriate language or behaviour

12.3 Boundless Practitioners must:

- Prioritise the wellbeing, safety, and enjoyment of participants
- Communicate expectations clearly
- Prevent bullying in any form
- Foster mutual trust and respect
- Ensure activities are appropriate for age, ability, and maturity
- Work cooperatively with colleagues and venues

12.4 Failure to comply with the Code of Conduct may result in disciplinary action, including but not limited to:

- Meetings with Boundless management and/or school representatives
- Monitoring or supervision
- Temporary suspension from classes
- Permanent removal from classes or events without refund
- Referral to external authorities where necessary

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