CANCELLATION OF CLASSES POLICY

CUSTOMER CANCELLATION NOTICE PERIOD

ONE CALENDAR MONTH'S NOTICE: To cancel your child's classes, you must provide a minimum of one full calendar month's written notice.

For example:

- Notice received on 30 November: December will be the final month for which fees are payable.
- Notice received on 1 December: January will be the final month for which fees are payable.

LEAVING AT THE END OF THE SUMMER TERM: If a student leaves at the end of the academic year in July, the August payment remains fully due, regardless of when notice is received. Annual tuition fees are calculated for the September to July academic year and spread across 12 equal monthly payments from September to August.

WRITTEN NOTICE: Cancellation notice must be submitted by email to info@motiondanceacademy.co.uk . The notice period begins on the date the email is received at this designated address. Verbal notice, text messages or WhatsApp messages do not constitute formal cancellation notice.

Students may continue to attend their usual classes during the notice period, provided that all applicable fees have been paid.

CANCELLATION OF PAYMENT MANDATE

Cancelling a Direct Debit or other payment mandate does not cancel your contractual obligation to pay fees due during the required notice period.

If you cancel your payment mandate before all final fees have been collected, Motion Dance Academy will issue an invoice for any outstanding fees. A £10 administration charge will also be added to the

account to cover the additional administration required to process the outstanding balance and arrange alternative payment.

The invoice will be payable by the date stated on the invoice.

OVERDUE INVOICES: If an invoice remains unpaid after its due date, Motion Dance Academy reserves the right to charge interest on the outstanding balance at a rate of 8% per annum, calculated from the day after the payment due date until the outstanding balance is paid in full.

If outstanding fees remain unpaid, Motion Dance Academy reserves the right to take reasonable steps to recover the debt, including referring the matter for debt recovery or taking legal action where appropriate.

PAYMENT MANDATE CANCELLED WITHOUT WRITTEN NOTICE

If a payment mandate is cancelled without the required written cancellation notice being received, Motion Dance Academy will contact you by email to clarify your intentions.

If no response is received within 7 days, the end of this 7-day period will be treated as the date on which cancellation notice was received. The account will then be invoiced for:

- any fees due for classes up to and including that date;
- all fees falling within the applicable cancellation notice period; and
- a £10 administration charge to cover the additional administration required to process the outstanding balance and arrange alternative payment.

The invoice will be payable by the date stated on the invoice. If the invoice remains unpaid after its due date, the provisions relating to overdue invoices will apply.

OVERDUE INVOICES: If an invoice remains unpaid after its due date, Motion Dance Academy reserves the right to charge interest on the outstanding balance at a rate of 8% per annum, calculated from the day after the payment due date until the outstanding balance is paid in full.

Motion Dance Academy reserves the right to take reasonable steps to recover unpaid debts, including referring the matter for debt recovery or taking legal action where appropriate.