

## **Frequently Asked Questions - FAQ**

**Do you offer a free trial?** You get 1 free trial lesson per child. Adult students do not get a free trial class but are able to pay for one class to make sure you like it.

**How are classes paid for?** Classes are paid for monthly on the 1st of each month.

**How can I reserve a place in class?** Once you have paid your monthly fee and enrolled in our online booking system, you have got a place in class. After your free trial class, you pay for the remainder of the month. Then payments will be due on the 1st of the following month.

**How do I join the waiting list if a class is full?** Your name will be added to the waiting list of your chosen class and you will be offered an alternative class. When a place becomes available, that place will be allocated to the person at the top of the list.

**How much does a class cost?** Our classes start at £26 a month for our junior school. This cost is for 1 x 45 min class per week.

**Can I pay weekly?** No, fees must be paid for monthly on the 1st of each month by standing order.

**Can I attend another dance school?** This is not advisable as every teacher teaches differently and can slow your child's progress down. Please talk to the Principal if you have any queries about this.

**Can I enrol anytime during the year?** Yes, you can.

**Do you close for bank holidays?** Yes. We are closed for bank holidays. If your class falls on a bank holiday you will be offered an alternative class.

**Can boys come to class?** Absolutely! Boys are very welcome at RJS Ballet.

**Can I bring my friend to join?** Yes. Please also bring the child's parent so they can sign the permission forms. Let us know when you are bringing your friend and take part in our referral program to get rewarded for recommending your friends.

**What age can my child start dancing?** We take children from 18 months of age.

**Is my child too old to start dancing?** You are never too old to start dancing. It is important to be placed in the appropriate class, so that your needs will be met. We have a class for children new to dance aged 8+. Adult beginners are also welcome. There is no upper age limit for exams and exams are optional.

**What should my child wear for the trial class?** Wear something comfortable. Leggings or shorts and a t-shirt would be perfect.

**Do you have a uniform?** Yes, we do. All uniforms are available from RJS Ballet office. If items are not in stock please pay for your items and we will order your items. We stock shoes, leotards and tights at the studio.

**Do I have to do exams?** We encourage all children to take part in exams, but exams are optional. When are exams held? Exams are normally held during the spring.

**Do you have an annual show?** Yes, RJS Ballet shows are held in November each year. We perform at the Riley Theatre at Northern School of Contemporary Dance in Leeds.

**Do I have to take part in the show?** We encourage all children to take part in shows. If you do not want to take part in the show you must opt out by informing the school Principal in writing.

**Are there other performance opportunities?** We like to provide performance opportunities. Each year we hold an exam presentation and dance display. We also perform in the community such as at galas and churches.

**Do you pay for missed classes?** You pay for your place in class. If you miss a class, you must still pay for your place in class. We can offer an alternative class in the same month, but classes cannot be accumulated, and fees must be paid.

**Can we just turn up for replacements classes?** Please do not just turn up for alternative classes. We need to know that you are coming and make sure that there is an available place in the alternative class.

**Do you open during school holidays?** We close for Easter, the first 2 weeks of August and for 2 weeks at Christmas. During the summer holiday period we sometimes run a reduced timetable depending on the number of children missing class.

**Is there somewhere I can wait whilst my child is in class?** We have a comfortable waiting area with free WI-FI, and refreshments can be purchased.

**Can I leave my child?** If your child can go to the toilet independently you can leave them in our care.

**Is there parking?** BRADFORD - We have free on street parking and it is also free in the Fleece Pub car park. We ask you not to use Drumhill House car park as this is for business owners only. LEEDS – We have 2 big car parks at Woodkirk Valley Country Club.

**What if my circumstances change and I can no longer attend class?** If you wish to leave RJS Ballet, we require 1 months' notice in writing and the fee for that month is payable. You are always welcome back when your circumstances allow. Always talk to us to see if we have an alternative class that fits in with your schedule.

**I have 2 children is there a discount?** We do not offer a sibling discount because places are limited in each class.

**Do you have disabled access?** BRADFORD - Our building is accessible for disabled customers. We have a lift to avoid the steps coming into the building. All we ask is that you let us know that you are coming to ensure the lift is turned on. LEEDS- We have disabled access to the downstairs studio and reception.

**Can I come into the studio with my child?** We strongly recommend that you encourage your child to come into class independently. All new students are introduced to a buddy. We have found that children engage better in class when parents are not in the studio.

**Can I watch class?** We hold open classes every 8 weeks and we encourage you and your friends to come and watch.

**My child is very young and will not leave me, how will you support my child?**

We encourage you to come for a studio tour and prepare your child for a fun and exciting ballet class. If this is still upsetting for your child, we let parents into the studio, with the view to reduce the time in the studio each lesson. If we can avoid parents in the studio, it will help your child become independent quicker. It can take 4-6 weeks for some children to settle. This is normal and we will reassure your child and support you in any way that we can. Please talk to Miss Ruth if you have concerns.

**Can I bring food and drink?** Please do not bring food or drink into the studio. We advise each child to bring water in a water bottle. If you stay for more than one class, please bring a non-messy snack eg a sandwich or a cereal bar. **NO NUTS** please due to students with allergies.

**Do you have Wi-Fi?** Yes, ask at reception for the code.

**Can somebody else pick up my child?** Only if you tell us first. We will not let a child go home with somebody we do not know due to safeguarding.

**Can my child leave independently?** We strongly advise against this for children under 16 years of age, this is due to safeguarding. If your child is 11 or older, you must provide a letter giving your permission for them to leave independently. **RJS Ballet cannot be responsible for students once they leave the building. Any children under 11 must be collected and will not be able to leave without a parent.** Thank you for your understanding.

**How do you measure progress?** We have progress charts, exams and a yearly report. You can request a meeting at any time with the Principal to discuss your child's progress and to make an action plan.