

HW Dance Billing Policy

BP-2026-27-v1 — 2026-27 season

By enrolling students in HW Dance classes, you agree to the payment terms and expectations set out below. If you have any questions, please speak to a member of staff or contact us at **billing@hwdance.co.uk**. HW Dance reserves the right to amend this billing policy with 30 days' prior written notice.

1. Payment Terms

- Valid invoices may be issued under the trading names "Harriet Wise Performing Arts" or "HW Dance."
- Direct Debit (via GoCardless) is our **preferred payment method**, for its convenience and reliability. Payment by card (via Stripe) is also fully accepted.
- Invoices are shown as "due immediately" — this allows Direct Debit, where set up, to collect payment automatically at the start of each month.
- Payment terms for all clients remain 30 days from the invoice issue date. For example, an invoice issued on 1st September will be due for payment by 30th September.
- If you pay by Direct Debit: your payment will be taken automatically at the beginning of the month, provided funds are available — no action is needed from you.
- If you pay by card (via Stripe): please ensure payment is made within 30 days of the invoice date to secure your child's continued enrolment for the upcoming month.

2. Late Payment Policy

- A 10% late payment fee will be added to the outstanding balance if payment is not received within 30 days of the invoice date.
- An additional 10% of the original invoice value will be applied for each further 30-day period the invoice carries an outstanding balance.

3. Class Fee Structure

- Fees are based on the total number of scheduled sessions for each class type across the academic year.
- The cost per session is multiplied by the total scheduled sessions, then divided into 12 equal monthly instalments to spread the cost evenly.
- This means you pay the same amount each month for a given class type, even though the number of classes held in a given month may vary due to school holidays.
- Different class types may have different monthly rates, depending on their total number of scheduled sessions in the year.

- **Bundle discounts:** all classes are itemised individually on your invoice, so you can always see exactly what you are being charged for. Where you attend a combination of classes eligible for a bundle discount (for example, Acrobatics & Cheerleading), a flat discount percentage is applied to each eligible class.
- **Enrolment basis:** fees are charged for your child's enrolment in the class, not for attendance.
- **Trial classes:** offered at HW Dance's discretion. Where offered, the first session is free. Should your child enrol, the remainder of that first month is charged pro-rata, followed by standard full monthly fees thereafter.
- **Competitive Cheer:** requires a non-refundable membership fee of £40 per athlete, payable at the start of each season, covering certain membership perks. Standard class fees for your competitive cheer team still apply on a rolling monthly basis as outlined elsewhere in this policy.

4. Minimum Commitment

- By enrolling, you are committing to your child's participation in the classes booked for the upcoming billing period.
- Fees remain payable regardless of attendance, as your child's place is reserved and costs are fixed.

5. Cancelling Your Enrolment

- To cancel, please speak with a representative of HW Dance and follow this up formally with at least one month's written notice by email.
- If you cancel partway through the academic year, we will review payments made against classes scheduled up to your effective cancellation date.
- If your payments have not covered the classes taken, a final "balancing invoice" will be issued, due within 30 days.
- If your payments exceed the classes taken, no refunds will be issued, but you may continue to attend until the end of your notice period.

6. Payment Methods

- Invoices can be paid by card (via Stripe) or Direct Debit (via GoCardless) — our preferred method, for its simplicity and reliability.
- Where a Direct Debit mandate is in place, payment will be collected automatically each month.
- Invoices are still issued each month for your records, regardless of payment method.

7. Missed or Cancelled Classes

- Fees are charged for enrolment, not attendance.
- If HW Dance cancels or is otherwise unable to run a scheduled class, a credit will be applied to your account retrospectively.
- Credits arising from class disruption are handled separately from the standard billing cycle, so as not to delay normal invoice issuance.
- Any credit held on your account will be automatically deducted from your next invoice.

8. Direct Debit Mandates

- Cancelling your Direct Debit mandate does not cancel your child's enrolment.
- Any outstanding balance for your enrolment period will remain due, and a final invoice will be issued.
- To fully cancel your enrolment, please follow the process set out in Section 5 above.