

## Nene Art School C.I.C.

# CONTRACT

Between Parent/Carer of Student/s

(4 pages)

### Terms and Conditions

- We are Nene Art School C.I.C. Reg. No.: 15710357 (The Registrar of Companies for England and Wales).
- Nene Art School C.I.C. (NAS or The School) endeavours to provide as much individual support as possible. If a student experiences significant difficulties with the course, NAS can provide additional individual support at our group sessions.
- All Clients (parent(s)/carer(s) of student(s)) acknowledge that Nene Art School C.I.C. cannot guarantee relevant exam success as it depends on students' abilities, emotional wellbeing too. However, our tutors and assistants will use their efforts to achieve the highest possible results.
- Our confidentiality and data sharing policy is strong and precise. It fully complies with the Data Protection Act 2018 which is at <https://www.gov.uk/data-protection>.
- The validity, construction, and performance of this agreement shall be governed by the laws of England and Wales and you agree that any dispute arising from it shall be litigated only in that country.

### Code of conduct

Nene Art School C.I.C. (NAS) staff must always be treated with respect and courtesy by pupils and their parent(s)/carer(s). Whilst on the premises during sessions, parents/carers/pupils are responsible for any damage caused to any equipment or parts of the premises belonging to or being used by NAS. If any damage is caused by a pupil(s) be it intentional or accidental, responsibility and liability to repay charges incurred shall solely lie with the pupil(s) and their parent(s)/guardian(s).

No offensive behaviour from parents/carers/pupils can be tolerated at our school and outside it. Any offensive behaviour towards our staff might be referred to local authorities and it could face a trial.

All parents/carers/students are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or other parents/carers/students may result in removal from our school or even criminal proceedings. The school follows the guidance concerning Zero Tolerance.

All instances of actual verbal and physical abuse on any member of staff, by a parent/carers/student or their relatives will be reported to the police as an assault.

We expect all customers to be responsible and avoid attending the school under the influence of alcohol or illegal drugs.

### Examples of Unacceptable Standards of Behaviour:

- Violence.
- Excessive noise eg recurrent loud or intrusive conversation or shouting.
- Threatening or abusive language involving swearing or offence remarks.
- Derogatory racial or sexual remarks.
- Malicious allegations relating to members of staff, other customers, students or visitors.
- Offensive sexual gestures or behaviours.
- Showing up affected by alcohol, drugs use or using alcohol or drugs on our premises and outside the building.
- Smoking on our premises and outside the building.
- Drug dealing on our premises.
- Wilful damage to our property.
- Threats or threatening behaviour.
- Theft.

### Zero Tolerance

Our staff have the right to be treated with dignity and respect at all times. They should be able to do their jobs without being PHYSICALLY or VERBALLY ABUSED.

**Our duties**

We are fulfilling all educational, safeguarding and prevent guidelines set by law, and ensuring students, their parents, visitors and staff's wellbeing and rights and needs are met as much as possible.

We are working hard to make everyone happy and to feel everyone accomplished.

We follow and teach **The Core Values**, and we provide a multicultural classroom in which both the students and the teachers **are accepting of all races, cultures, genders and religions** with respect and eager to learn more about each other's differences.

Please, find more about it in our policies online <https://www.neneartschool.co.uk/>

or ask us for printed ones.

In case you have a suggestion, concern or complaint please follow directions below.

**Suggestions**

IF YOU HAVE ANY SUGGESTION – YOU CAN CONTACT US IN PERSON OR LEAVE A NOTE IN A BOX PROVIDED at our sessions.

**Concerns or complains**

IF YOU HAVE ANY CONCERN OR COMPLAINT REGARDING A CHILD, OUR STAFF MEMBER OR ANY OTHER CHILD, STUDENT OR ADULT, PLEASE CONTACT OUR DESIGNED SAFEGUARDING LEAD (DSL) JURGITA KAPSIENE in person or by mob.: +44 73777 03749, email: [admin@neneartschool.co.uk](mailto:admin@neneartschool.co.uk)

If you are still not happy after contacting us, please follow Safeguarding at Risk Board (below) to find relevant contact outside our school.

If DSL is not responding, or you are not happy of the response, then you can contact relevant service provided below:

**Safeguarding at risk children board (Cambridgeshire)**

Responsible for H&S and Safeguarding Designed Safeguarding Lead (DSL)	Chair and DSL Jurgita Kapsiene T: <b>07377703749</b> <a href="mailto:admin@neneartschool.co.uk">admin@neneartschool.co.uk</a>
Concerns – call police	111
Crime in progress <b>If you think you or the child is in immediate danger and needs urgent help, please call the police on 999</b>	999
Children's Social Care	<b>Telephone: 0345 045 5203</b> (office hours), <b>01733 234 724</b> (out of hours)
(LADO )Local Safeguarding Children Board to be completed regionally	If you think a child may be suffering or are concerned that a child has suffered harm, neglect or abuse in the past, please contact us on <b>Local Authority Designated Officer (LADO)</b> <a href="mailto:lado@cambridgeshire.gov.uk">lado@cambridgeshire.gov.uk</a> Tel: <b>01223 727967</b> <b>Senior Leadership Adviser – Phil Nash Tel: 01223 699448</b> Reporting concerns online: <a href="https://safeguardingcambspeterborough.org.uk/concerned/">https://safeguardingcambspeterborough.org.uk/concerned/</a>
(MASH) Early Help Hub (EHH)	Tel: 01480 376666 <a href="https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work">https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work</a>
Emergency Duty Team (out of hours)	Tel: 01733 234724

### Attendance, cancellation, absences and termination policy

- Attendance is mandatory. The following rules apply to cancellations, absence and termination for group and one to one (1:1) tuition sessions in person.
- Parent/Carer is responsible for student's safe arrival to the school and for the safe journey back home. For children under 8 years old parental consent must be provided in writing to travel alone.
- A minimum of 12 hours' notice must be given for any group or 1:1 session absence (unless unforeseen emergency) directly to NAS ONLY by calling/texting 07377703749 or emailing [neneartschool@gmail.com](mailto:neneartschool@gmail.com).
- When a parent fails to give the required 12 hours' notice, this will be classed as an unnotified absence; persistent unnotified absences may result in expulsion from future classes.
- Tuition fees must be paid in full before the start of the season and cannot be refunded.
- Termination of tuition requires one week notice in advance of a pupil's last lesson.
- Termination of tuition notice can only be provided in writing by email or SMS directly to the NAS by calling/sms 07377703749 or emailing [admin@neneartschool.co.uk](mailto:admin@neneartschool.co.uk)
- Termination cannot be provided by contacting our volunteer, nor by verbally notifying NAS team.

### Termination of a contract

**Termination notice** can only be provided by email or text. The Client may withdraw their child from the course at any time but a fee paid cannot be refunded.

The termination message must contain the pupil's name, the tutor's name and the session they will be missing and a reason for the cancellation/termination. Group sessions at the school will continue as scheduled.

We reserve the right to remove a pupil from our register if they are absent for 2 or more consecutive lessons without informing us.

We reserve the right to remove a pupil from our register if this contract is breached.

### Only emergency notice about serious sickness/accident and 12h notice of any other serious reason can be accepted as appropriate reason to do not attend our session/s.

!!! Please, pay attention that a reason like 'my child does not want to come', 'my child wants to go somewhere else', 'my child is tired', 'I forgot', 'we mixed days', 'my child wants to enjoy sunshine/swimming pool outside' etc are not counted as an appropriate reason to do not attend our session/s. In cases such as these, we have the right to remove a pupil when such a situations repeat.

**If we, NAS, cancel a lesson for any reason**, the lesson might be rescheduled, or your payment may be in credit with you, so you could use it for further payments.

NAS will give you at least 12 hour notice about cancelled session absences (unless unforeseen circumstances which are out of our control like outbreak of infection/viruses, dangerous weather, accident or serious sickness/illness of our staff).

### Payment terms

**FEE.** Parents/Carers must pay **full required amount after Open Day unless agreed otherwise (split payments).**

NON-REFUNDABLE. The payment is non-refundable/non-transferable.

INVOICES. Parents/Carers will have an invoice drawn up in two weeks' time after signing in. Invoices will be emailed to the main email address provided upon registration.

It is the responsibility of parents/pupils to check their emails for invoices.

Payment can only be made by online bank transfer, PayPal or cash.

Please note invoices MUST be paid by the due date. Any late payments are subject to a 10% surcharge. Unpaid fees or continues late payments can be a cause for a child to be withdrawn from any further lessons until the outstanding balance is settled.

PAID Invoice. Parents/Carers will receive a Invoice Paid email in two weeks after a payment done. This is a confirmation of the payment as well.

### Sibling / additional lesson discounts



**Nene Art School C.I.C.**

+44 73777 03749  
admin@neneartschool.co.uk  
https://www.neneartschool.co.uk/

There are no discounts for sibling/s attending our sessions.

### Split Payments

We accept split payments from those facing financial difficulties. Get in touch with us to discover how we can assist you during challenging times. We want to ensure that every student has access to our tutoring services.

For further information, please contact us.

### Free trial lessons

Free trial lessons (half an hour) at our face-to-face sessions are only applicable for new students in group session. One to one (1:1) tuition is not applicable for free trial lesson.

Only one free trial lesson of half an hour is allowed per child to be used once.

Free trial lessons can only be booked by completing the registration form, failure to complete this form will forfeit the right to a free trial lesson.

Free trial lessons at the school are at the discretion of the school manager and based on availability. We reserve the right to refuse a free trial lesson based on school's needs (when class is full etc).

### Variation of fees and services

Fees may be changed, and the services offered added to or withdrawn at any time. However, fees will not be varied during a school term or other service in progress.

Failure to adhere to the above requirements may result in the pupil(s) being withdrawn from future sessions.

#### Payment details:

- **NatWest**

Nene art School C.I.C.  
Sort code: 53 50 51  
Account number: 5609 5988

- **PayPal:**

[admin@neneartschool.co.uk](mailto:admin@neneartschool.co.uk)

- **Or Cash**

Please, write your child's name and first letter of a surname as a reference. **Thank you!**

By signing below, you agree to terms and conditions of this contract (2 copies).

It is fine if one of parents/carers is signing it.

_____	_____	_____
Parent/Carer's full name	Parent/Carer's signature	Date
_____	_____	_____
Parent/Carer's full name	Parent/Carer's signature	Date
_____	_____	_____
Student's full name	Student's signature	Date
_____	_____	_____
Director of Nene Art School C.I.C. (NAS or The School)	Director's signature	Date



**Nene Art School C.I.C.**

☎ +44 73777 03749

✉ admin@neneartschool.co.uk

🌐 <https://www.neneartschool.co.uk/>