**Fees and Invoicing Policy**

**Updated:** August 2024 **Reviewed by:** Samantha Pickard

**Payments:**

* Payments should be made via the class manager portal.
* All classes and events will be invoiced via Class Manager.
* Guardians have the option to pay in full or in part payments.
* Festival and Private classes must be booked via square, and an invoice for these will be generated via the online platform.
* Class fees will be invoiced on 10th of each month for classes in the next monthly period (ie invoices sent 10 January are for classes running throughout February) and are payable by 25th.
* Fees for events / exams and workshops will be due a minimum of 7 days from invoice.
* Any fees not received by the stated due date will incur a 10% surcharge. After 14 days if the invoice remains unpaid students will not be able to attend their classes. If you have any issues regarding payments please contact us.
* In the event of exams/fees/workshops, late payment may result in your entry or booking not being processed.

**Refunds:**

* Refunds will be given for cancelled classes which cannot be rescheduled.
* Refunds may be given for a rescheduled class if a student is not able to attend (ie school holidays). This needs to be given in writing, a minimum 4 days prior to the rescheduled class.
* Refunds will be processed after the cancelled session, within the next invoicing period (10th-9th)
* In the instance of Festival and Private sessions, we may be able to refund a booking only if we have a minimum 4 days notice and can either cancel the session with our bookings manager or can fill the slot.
* Refunds for workshops / courses / exams unfortunately cannot be refunded once confirmed.
* In the event of a student leaving SSD, we would be unable to honour any tickets to events or performances due to insurance and legal responsibilities. In this situation we would only be able to offer a refund if we can sell on the event to another student.