

# studio



## Booking Policy

### **BOOKING AMENDMENTS AND CANCELLATION**

If you wish to cancel your workshop, we ask that this be done with 48 hours notice. We will then issue you a credit note for that amount to use in the future at Studio 74. Please note that no refunds will be given if you choose to cancel your workshop.

### **UNABLE TO ATTEND:**

If your child is unable to attend on the day of the workshop, please call 0208 295 4255 and let a member of staff know. Please do not send your child to a workshop if they are ill, as this can spread infection to other children and staff.

### **WHAT HAPPENS WHEN I DROP MY CHILD OFF?**

You will be greeted by the team at reception who will be happy to answer any questions about the workshop. Children will be taken into the selected dance studio for their workshop and will be fully supervised at all times by the Studio 74 team, if children need the toilet they will be escorted but it is important that children are able to use the toilet independently.

### **HOW CAN I PAY?**

Studio 74 accepts payment by all major debit/credit cards (aside from AMEX) We do not accept childcare vouchers.

### **CAN I PAY IN INSTALMENTS?**

If you wish to pay in instalments, please call Studio 74 on 0208 295 4255



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### **MEDICATION:**

If your child needs medication whilst on our premises, you must inform a member of staff and complete a medication form at the venue. If your child suffers from Anaphylaxis or Epilepsy, please fill this in the comment box when booking. Uncollected child policy to be attached to this also.

Studio 74 reserve the right to make changes due to operational considerations but in such circumstances, we will inform you as soon as reasonably possible. A full refund will be given.

### **FEEDBACK/COMPLIANTS**

If you have any feedback on our services, please make a member of staff aware. We'd love to hear about the fun your child is having at camp and would welcome a review to our email address. Should you have an issue or concern around your child's time with us, we'd ask that in the first instance you speak to a member of our team. Should you not be happy with the outcome from time at Studio 74, you are welcome to contact our Customer Service team on 0208 2954255

### **ACCIDENT FORMS**

All workshops, classes and studios have current and regular risk assessments carried out. If your child has an accident whilst in a workshop or class, we will administer the correct first aid and you will be informed immediately. We will ask you to fill out an accident report form and sign this before leaving the premises.

### **DO YOU PROVIDE LUNCH?**

Please bring a packed lunch/plenty of water if your child is attending a workshop. Please note we are strictly a NUT FREE VENUE. If your child is seen with a nut product, this will be taken off them. We do have a café onsite whereby we sell snacks and drinks. Some workshops may include lunch but this will be a part of the workshop package and clearly outlined in the workshop brief.



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### **PHOTOGRAPHY, MARKETING AND THE INTERNET**

To ensure that our marketing materials give an accurate and honest impression of our services. We use images of children attending previous workshops in our marketing. If you do not wish images of your child to appear in our future marketing materials, please inform us of this in writing prior to the arrival date so that we can ensure that your child is not included within any photographs which may later be used for marketing purposes. You will be given a consent form at Studio 74 upon registration. Inappropriate use of or sharing of images or videos taken at Studio 74 is not permitted and may result in your child being excluded from Studio 74.

### **DATA PROTECTION**

Personal information requested during the booking process is held on computer and used by us in connection with the booking. Where necessary we share personal information with our employees. We take full responsibility for ensuring that proper security measures are in place to protect personal information.

**THANK YOU SO MUCH FOR  
BOOKING WITH STUDIO 74!  
ANY QUESTIONS PLEASE DON'T  
HESITATE TOO GET IN TOUCH!**