

BB Broadway – Terms & Conditions

Last updated: January 2026

By making a booking with BB Broadway, you agree to the following Terms & Conditions. These terms apply to our regular classes, term bookings and trial sessions unless separate terms are provided for a particular event, camp, party or service.

1. Bookings & Payment

All bookings are subject to availability.

Fees must be paid in full at the time of booking, or by the payment deadline stated on an invoice. Where an invoice has been issued, payment must be received within 30 days of the invoice date or before the first booked session, whichever comes first.

A child's place is not guaranteed until the required payment has been received.

Where classes are booked for a full term, the booking is for the term as a whole rather than for individual sessions within that term.

2. Refunds & Cancellations

All bookings and fees are non-refundable.

Once a booking has been made, BB Broadway commits to staffing, venue hire and other costs based on the number of children booked onto the programme. For this reason, we are unable to offer refunds or partial refunds where a child is unable or chooses not to attend.

This includes, but is not limited to, absence due to:

- illness;
- holidays or travel;
- parties or other commitments;
- changes to personal circumstances;
- a child deciding they no longer wish to attend;
- forgetting or missing a session; or
- joining after the beginning of a term where a full-term booking has been purchased.

Fees cannot ordinarily be transferred to another child, family, term, camp or programme.

Refunds will only be issued where BB Broadway is legally required to provide one or where BB Broadway expressly agrees otherwise in writing.

Nothing in these Terms & Conditions affects a customer's statutory rights.

3. Missed Classes & Make-Up Sessions

Where a child misses a regular weekly class, BB Broadway may, at its discretion, allow the session to be made up at another suitable BB Broadway class during the **same term**, subject to availability.

Make-up sessions are a goodwill arrangement and are not guaranteed.

Parents/carers must contact BB Broadway in advance to request a make-up session. Make-up sessions cannot be carried forward into a future term and have no cash value.

If there is no appropriate alternative class available, this does not entitle the customer to a refund or credit.

4. Classes Cancelled by BB Broadway

If BB Broadway needs to cancel a class, we will make reasonable efforts to provide an alternative session, replacement class or credit where appropriate.

Where an alternative cannot reasonably be provided, BB Broadway will determine the appropriate remedy in accordance with the circumstances and the customer's statutory rights.

BB Broadway will not be responsible for additional costs incurred by customers as a result of a cancelled or relocated session, such as travel, childcare or other associated expenses.

5. Changes to Classes

From time to time it may be necessary to change a teacher, room, venue, class format or timetable.

BB Broadway reserves the right to make reasonable changes where necessary for operational, staffing, safety or venue reasons. We will endeavour to give parents/carers as much notice as reasonably possible where a significant change is required.

A change of teacher does not constitute cancellation of a class and does not entitle the customer to a refund.

6. Trials

Free or paid trial places are subject to availability and any conditions stated at the time of booking.

A trial does not guarantee that a place will remain available for the remainder of the term.

Where a customer subsequently books a term or membership following a trial, the relevant booking or membership Terms & Conditions will apply.

7. Attendance & Punctuality

Parents/carers are responsible for ensuring children arrive at the correct venue and at the appropriate time.

Children must be brought to the designated class or registration point and, where applicable, collected directly from a member of the BB Broadway team.

BB Broadway cannot accept responsibility for children before they have been signed into our care or after they have been collected/dismissed at the end of their session.

Parents/carers should inform us if somebody different will be collecting their child.

Persistent late collection may result in additional charges and/or the child's place being reviewed.

8. Parent/Carer & Child Information

Parents/carers are responsible for ensuring that the information supplied to BB Broadway is accurate and up to date.

This includes:

- emergency contact details;
- telephone numbers and email addresses;
- allergies;
- medical information relevant to participation;
- additional needs or SEN considerations; and
- any other information that may reasonably affect a child's safety, wellbeing or ability to participate.

BB Broadway must be informed promptly of any changes.

9. Health, Illness & Participation

Children should not attend a session where they are unwell or where attending could reasonably pose a risk to themselves, other children or staff.

Parents/carers remain responsible for deciding whether their child is well enough to participate.

Where a child becomes unwell during a session, BB Broadway may contact the parent/carer or emergency contact and ask for the child to be collected.

Absence due to illness does not entitle the customer to a refund.

10. Allergies & Medical Needs

Parents/carers must provide BB Broadway with accurate and current information regarding allergies, medical conditions and other relevant needs.

While BB Broadway will take reasonable precautions and follow the information provided to us, parents/carers are responsible for ensuring we have been given all information necessary to support their child safely.

Where medication or additional medical arrangements are required, these must be agreed with BB Broadway in advance.

11. First Aid & Accidents

Appropriate first aid arrangements are in place for our sessions.

Where necessary, BB Broadway staff may administer appropriate first aid and will record accidents or incidents in accordance with our procedures.

In an emergency, BB Broadway may contact the emergency services before contacting a parent/carer where staff reasonably believe that doing so is necessary to protect a child's health or safety.

12. Toileting & Personal Care

Children should be able to use the toilet independently where this is appropriate for their age and the nature of the session.

Where necessary, particularly with younger children, a member of staff may accompany a child to the toilet area in accordance with BB Broadway's safeguarding procedures.

Staff will maintain appropriate safeguarding boundaries at all times.

13. Behaviour

We want BB Broadway to be a safe, inclusive and enjoyable environment for every child.

We reserve the right to speak with parents/carers where a child's behaviour is significantly disrupting a session or creating a safety concern.

In serious or persistent cases, BB Broadway may ask for a child to be collected or may withdraw their place.

We will always aim to work constructively with families and will take into account a child's age, additional needs and individual circumstances.

Aggressive, abusive, discriminatory or threatening behaviour towards BB Broadway staff, contractors, children or other families will not be tolerated.

14. Safeguarding

The safety and wellbeing of children attending BB Broadway is our priority.

BB Broadway staff working directly with children are appropriately vetted in accordance with our safeguarding procedures, including DBS checks where required.

Any safeguarding concerns will be handled in accordance with BB Broadway's safeguarding policy and applicable safeguarding requirements.

15. Photography & Video

Photography and video may only be taken and used by BB Broadway in accordance with the permissions provided by parents/carers and our photography and safeguarding procedures.

Parents/carers must respect the privacy of other children when taking photographs or videos at BB Broadway sessions, performances or events.

Where photography or filming is restricted at a particular session or venue, parents/carers must follow the instructions of BB Broadway staff.

16. Personal Belongings

BB Broadway cannot accept responsibility for personal belongings that are lost, damaged or left behind at a class or venue.

Where lost property is found, we will make reasonable efforts to keep it safely for collection. Items may be disposed of or donated if they remain unclaimed for a reasonable period.

We recommend that valuable items are not brought to sessions.

17. Venues

BB Broadway operates from a number of third-party venues.

Parents/carers and children must comply with reasonable venue rules and instructions while on the premises.

BB Broadway cannot accept responsibility for areas of a venue that are outside our reasonable control.

18. Liability

BB Broadway will take reasonable care to provide activities in a safe and appropriate manner.

Participation in physical, theatrical and creative activities may involve ordinary risks such as slips, trips or minor injuries.

Nothing in these Terms & Conditions excludes or limits BB Broadway's liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence.

BB Broadway will not be responsible for losses that were not reasonably foreseeable or for losses arising from circumstances outside our reasonable control.

19. Circumstances Outside Our Control

BB Broadway will not be responsible for failure to provide a session where this is caused by circumstances outside our reasonable control.

These may include, for example, venue closure, severe weather, transport disruption, power failure, public authority restrictions or other events that make running