



# MARK JERMIN TRAINING

## TERMS & CONDITIONS OF COMMITTING, BOOKING AND ATTENDING OUR CLASSES, COURSES AND WORKSHOPS

***By Committing in purchase and booking ANY Course, Masterclass, Class, Teaching or Coaching Session at Mark Jermin, I (the Actor) or I as parent, guardian or purchaser of the class, the Actor is committing to, I fully accept and agree to the following Terms and Conditions:***

- By committing, registering, and paying for any Mark Jermin class or course I am committed to attend the (individual) or all (if there are multiple classes within the course) sessions. I am available to attend all the dates set for this class / course. I understand that if I am absent due to any circumstances, or cannot make any of the classes or dates, this is my choice and I fully accept in missing any session. It is not the responsibility of Mark Jermin to provide any alternative session to "make up" or "owe back" the missed class/es on my behalf.
- By committing, registering, and paying for any Mark Jermin classes or course, I confirm I or the Actor taking the class, are fit and well enough to participate in all elements of each class and rehearsal.
- For any In Person classes or In Person Workshops or Events, I acknowledge the start times and running times and will arrive in time for the class/es. I also commit to leaving my session on time or will endeavour to be collected on time.
- For any Online Classes, I fully understand it is my responsibility as a student to log on by the expected start time of each class
- As a student at Mark Jermin, I will be fully prepared for each of my sessions as instructed by any information I am sent via the Mark Jermin staff.
- All classes at Mark Jermin occur LIVE. No class is pre recorded. No parts of any class or workshop are recorded and delivered to Actors to "watch back" or "revisit" or "make up" in the future.
- No students are to record any parts of any of our sessions or classes for themselves or for other students. This is a full breach of our Confidentiality Agreement.
- Attendance is closely monitored at Mark Jermin and multiple missed classes may result in your being asked to terminate your place at Mark Jermin. No refund will be offered for any classes missed following your Termination.
- All fees for any class or course are to be 100% paid in advance. Failure to pay upfront may mean Mark Jermin refusing any participation in any class or course.
- We strongly discourage late fees, missed fees and failed payments. Any attendees in class as non payments may be asked to terminate their place at Mark Jermin. Late fees (of 28 days or more) may also result in an administrative charge of 10% addition of the late fees. This will increase to 25% after 60 days. Any students who are over 60 days late in paying fees may result in not being able to Register or be accepted at future Mark Jermin classes or workshops.
- For any absences including illness or circumstances out of or beyond your control for any class, session, workshop or event, no refunds will be authorised or guaranteed.
- For any absences including illness or circumstances out of or beyond any Actor's control for any class, session, workshop or event, No fees will be transferred to future classes. In absolute extreme circumstances and only if an amendment request is given well in advance in writing to the team at Mark Jermin there may be the possibility of transferring a percentage of the missed class fees to another session or course. However this is ONLY in extreme circumstances and must be authorised by a Senior Director of the company. Please note any extreme circumstance is to be decided by the discretion of a Senior Director of Mark Jermin. The same Senior Director will also confirm any outcome of the return of fees or transfer of class due to the circumstances causing the absence
- For any In Person or Online Session I give permission for photos and footage to be taken and recorded in any classes/ rehearsal/ sessions and I give permission that this footage may be used for publicity and promotion on Mark Jermin social outlets, press/ publicity materials/ and websites for the foreseeable and will be kept for future archive of Mark Jermin.
- By attending Mark Jermin classes, I confirm to purchase the Mark Jermin uniform for each course where necessary and when advised will wear Mark Jermin uniform to ALL In Person classes / courses.
- I agree to wear appropriate clothing and footwear to all dance, movement and performance classes.
- For our 1-1 style classes and coaching running in person or online, usual bookings should be requested, booked and paid for at least 48 hours in advance of any session.
- All bookings MUST be made via an administrative staff member and no sessions are to be authorised or organised directly with a coach.
- We strongly discourage direct interaction and contact with any of our Teaching staff including following or messaging on staff's social media platforms.
- For our 1-1 style classes and coaching, any cancellations, or amendments to any previously arranged class or session must be made within 48 hours notice prior to the original session or you fail to lose the pre booked session and fee.
- For our 1-1 style classes and coaching with urgent requests made with less than 48 hours notice will be booked as and when our administrative and teaching staff are available to do so, and these sessions are not guaranteed.
- Any 1-1 session booked via Mark Jermin staff or via the Mark Jermin website must be used within 6 months of purchase. If any fees are transferred to other courses at the discretion of the company senior staff, the classes must be taken and used within 12 months from the initial purchase. No pre purchased classes or "credit on file" will be owed or valid after a 12 month period since purchase.
- For any 1 - 1 classes and coaching booked at Mark Jermin, any absences, missed sessions, and "no shows within 15 minutes of the session start time" will be charged at 100% of the rate and treated like a cancellation. No refund will be made back to the student and no further or alternative session will be provided in exchange of this missed session.
- For any 1 - 1 classes and coaching booked at Mark Jermin, whilst our administration team will do our best to match you with your preferred coach, booking a specific tutor does not guarantee that particular coach, and coaches may need to reschedule at the last minute due to in-house meetings or castings, and therefore another coach may step in to run the session.
- Any sessions at Mark Jermin that are non available to run due to staffing faults will be rescheduled at the earliest opportunity for all Actors. A make up session, or alternative session will be offered.
- All students partaking in training and classes at Mark Jermin agree that any opportunities provided and sourced through Mark Jermin will be made with direct correspondence and in conjunction with agents at Mark Jermin Management and will fully comply with our sole agency terms and conditions, Agency fees and Commission rates set by Mark Jermin Management.
- All students partaking in classes or training at Mark Jermin understand that Mark Jermin Management is separate company from the training at Mark Jermin. The Agency Mark Jermin Management is offered as an additional opportunity to selected students. No student is automated into the agency directly just from being in classes.
- All students, parents and guardians fully understand that if signed by Mark Jermin Management via the classes, and accept and participate in any opportunity and role (paid or unpaid) the Actor will be under exclusive contract for any professional work or roles, as Mark Jermin Management is a sole agency.
- By partaking in any class at Mark Jermin I understand and confirm that the safety of the student when learning remotely at home is the responsibility of their designated parent/guardian. Tutors at Mark Jermin are not liable for this.
- If at any point the Actor decides to terminate their time in the Mark Jermin classes, the Actor (and parents) agree to provide written notice via email to the administrative staff. The ideal and preferred notice period is a minimum of one month.
- By being an Actor or student at Mark Jermin, all students fully agree to the Confidentiality of the classes confirm that they will not share ANY scripts, ANY lesson content, Or ANY Other Information or Material with ANY Outside parties. This included any casting information/course descriptions/or materials with any outside parties or students who do not attend and pay for sessions at Mark Jermin.
- All students and parents understand that the staff at Mark Jermin are regulated and monitored, and all issues and complaints are thoroughly investigated by the school's director and faculty.
- For any complaint on any class, or issue, the complaint must be made in writing within 24 hours of said issue / complaint.
- All students fully acknowledge that Mark Jermin as a Company, its staff, members, and agents will not be liable for loss or damage to personal belongings during the course of training.



# MARK JERMIN TRAINING

## PRIVACY POLICY

***We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, the updated version will be shown on our website and a copy can be sent on written request.***

- We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.
- When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address and names of the Actors or performers attending our classes.
- We collect such Non-personal and Personal Information for the following purposes:
  - To provide and operate the services;
  - To provide our users with ongoing customer assistance and technical support;
  - To be able to contact our visitors and users with general or personalised service-related notices and promotional messages;-
  - To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
  - To comply with any applicable laws and regulations.
- Our company is hosted via a WordPress platform. This provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through WordPress data storage, databases and the general WordPress applications. They store your data on secure servers behind a firewall.
- All direct payment gateways offered by WooCommerce and Stripe and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.
- If you don't want us to process your data anymore, please contact us at [hello@markjermin.co.uk](mailto:hello@markjermin.co.uk)
- If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [hello@markjermin.co.uk](mailto:hello@markjermin.co.uk)