Terms & Conditions

Effective: October 2026

1. About These Terms

These Terms & Conditions apply to ***Inner Performance Coaching for Ballet Dancers***, provided by **Helen Allen**, including the Junior Dancer Programme and Senior Dancer Programme.

In these Terms & Conditions, **"the Coach" means Helen Allen**.

For dancers under 18, the agreement is entered into by the dancer's parent or legal guardian. For dancers aged 18 or over, the dancer enters into the agreement herself.

Where another person has separately agreed to be responsible for payment of the programme fee, that person is responsible for the payment obligations applicable to them as set out in these Terms & Conditions.

2. The Coaching Service

2.1 Purpose of the Coaching Service

Inner Performance Coaching for Ballet Dancers is a structured coaching programme designed to support dancers in developing the inner skills and resources that contribute to their confidence, resilience, self-awareness and performance experience.

2.2 Programme Details

The specific programme, duration, number and length of coaching sessions, programme fee and payment arrangement will be set out in one of the following age-specific enrolment forms: *Dancer Enrolment – Age 18 and Over*; or *Under-18 Dancer Enrolment*.

2.3 Delivery of Coaching Sessions

Coaching sessions are delivered online by the Coach. Further information about how coaching is delivered is set out in Section 6.

2.4 Nature and Boundaries of the Coaching Service

2.4.1 *Inner Performance Coaching for Ballet Dancers* is a non-clinical coaching service. It is designed to support dancers in exploring and developing aspects of their inner performance experience, including patterns of thought, feelings, beliefs and responses that may affect their confidence and performance.

2.4.2 The coaching process may at times bring up emotions or personally challenging thoughts or feelings. This can be a natural part of reflective and developmental inner work.

2.4.3 The Coach does not provide medical, psychological, psychiatric or counselling treatment. The coaching service is not a substitute for appropriate professional healthcare where this may be needed.

2.4.4 The Coach does not diagnose or treat physical or mental health conditions. Where a concern arises that falls outside the scope of the coaching service, the Coach may recommend that the dancer and/or her parent or legal guardian seek appropriate professional support.

3. Enrolment

3.1 Confirmation of Enrolment

Enrolment is confirmed once the relevant enrolment and consent documentation has been completed and signed, and either the programme fee has been paid in full or the first payment under an agreed instalment arrangement has been received.

3.2 Enrolment of Dancers Under 18

For dancers under 18, enrolment requires the consent of a parent or legal guardian. The dancer will also be asked to acknowledge that she understands she is taking part in the programme and is happy to participate.

3.3 Contractual Status of the Enrolment Form

The applicable enrolment form, including the programme details recorded in it, forms part of the agreement between the parties.

4. Fees, Payment and Cancellation

4.1 Programme Fee

The programme fee will be stated in the applicable enrolment form.

4.2 Payment Options

The programme may be paid for in full on enrolment or, where agreed, in two instalments. Where payment by instalments is agreed, the first instalment is payable on enrolment and the second instalment is payable four weeks later.

4.3 Nature of the Instalment Arrangement

Payment by instalments is provided as a payment option for the complete programme and does not constitute the purchase of separate stages or individual periods of coaching. Enrolment is a commitment to the complete programme and its full programme fee, subject to any cancellation rights set out in these Terms and Conditions and applicable law.

4.4 14-Day Cancellation Period

Where the statutory 14-day cancellation right applies, the person entering into the agreement may cancel in accordance with **Section 13 – Statutory Cancellation Information of these Terms & Conditions.**

4.5 Starting the Programme During the Cancellation Period

Where coaching is to begin during the 14-day cancellation period, the requirements and consequences set out in Section 13.2 will apply.

4.6 Ending the Programme After the 14-Day Cancellation Period

4.6.1 The programme is purchased as a complete coaching programme and not as a series of individual sessions. Payment by instalments is a facility for paying the programme fee and does not convert the programme into a weekly or monthly subscription.

4.6.2 If the parent or legal guardian or adult dancer wishes to end the programme after the 14-day cancellation period, they should notify the Coach in writing as soon as possible.

4.6.3 The Coach will offer an opportunity to discuss the circumstances and, where appropriate, whether a reasonable adjustment to the coaching arrangements may enable the dancer to continue.

4.6.4 Where the programme ends early at the request of the parent or legal guardian or adult dancer and the Coach is not in breach of the agreement, the Coach may retain or recover only a reasonable amount reflecting the loss actually caused by the early ending of the programme. This may include the

value of coaching and programme elements already provided, reasonable preparation or other costs already incurred, and any genuine loss arising from coaching capacity reserved for the dancer that the Coach cannot reasonably avoid or reallocate.

4.6.5 In calculating any amount due, the Coach will take reasonable steps to reduce avoidable loss and will take account of any costs saved or coaching capacity that can reasonably be reallocated. The Coach will not charge twice for the same loss.

4.6.6 Any amount already paid that exceeds the reasonable amount due will be refunded. If the reasonable amount due exceeds the amount already paid, the balance will be payable. Where payment by instalments has been agreed, the outstanding instalment is not automatically payable in full merely because the programme ends early; it will be taken into account only to the extent necessary to meet the reasonable amount due under this section.

4.6.7 Nothing in this section affects any statutory rights the parent or legal guardian or adult dancer may have where the coaching service is not provided with reasonable care and skill or where the Coach is otherwise in breach of the agreement.

5. Scheduling, Rescheduling and Missed Sessions

5.1 Scheduling of Sessions

Coaching sessions will be scheduled as regular weekly appointments for the duration of the programme. The agreed session date and time are reserved for the dancer.

5.2 Rescheduling with at Least 24 Hours' Notice

Where at least 24 hours' notice is given, the Coach will offer an alternative session date or time, subject to availability.

5.3 Illness or Unforeseen Circumstances

If a dancer is unable to attend because of illness or an unforeseen circumstance, the Coach will offer an alternative session date or time, subject to availability.

5.4 Late Cancellation or Non-Attendance

Where less than 24 hours' notice is given for a reason other than illness or an unforeseen circumstance, or if a dancer does not attend a scheduled session without giving notice, the session will be treated as used.

5.5 Programme Extension Period

A complimentary extension period of up to two weeks immediately following the standard programme period is available where reasonably needed to accommodate illness, school commitments or especially busy periods. Any rearranged sessions remain subject to availability and should be completed within that extension period wherever practicable.

6. Coaching Delivery

6.1 Online Coaching Sessions

6.1.1 Coaching sessions are delivered online. The dancer is responsible for being personally prepared and technically ready to begin the session at the agreed time, including setting up and checking her online access in advance.

6.1.2 The dancer should participate from a suitable environment where she can engage with the coaching session without unnecessary interruption. Her camera should be switched on and positioned so that she can be clearly seen by the Coach throughout the session.

6.1.3 Where a session is significantly disrupted or cannot take place because of an unforeseen technical problem affecting either the Coach or the dancer, an alternative session date or time will be offered, subject to availability.

6.1.4 The coaching service is delivered in English. The dancer must be sufficiently comfortable speaking and understanding English to participate meaningfully in one-to-one coaching.

6.2 Support Between Sessions

6.2.1 Between-session support provides the dancer with access to brief guidance or support from the Coach. Where relevant, the Coach may also provide practical exercises or practices to help the dancer continue making progress between sessions.

6.2.2 The dancer may initiate up to two brief message exchanges with the Coach each week, using a communication method agreed during the introductory coaching session.

6.2.3 Unused message exchanges do not carry forward or accumulate from one week to the next.

6.2.4 Between-session support does not provide continuous or instant access to the Coach and is not a substitute for a scheduled coaching session or for medical, psychological or emergency support.

7. Safeguarding and Welfare

The Coach is committed to safeguarding the welfare of dancers participating in the programme and will adhere to the Safeguarding Policy.

8. Programme Materials and Intellectual Property

Any materials provided as part of the programme are for the dancer's personal use only and may not be copied, reproduced, shared, published or distributed without the Coach's permission.

The dancer may retain and continue to use programme materials for her own personal use after the programme has ended.

All intellectual property rights in original programme materials created by the Coach remain with Helen Allen.

9. Concerns and Complaints

If a parent or legal guardian or adult dancer has a concern about the coaching service, they are encouraged to raise it with the Coach so that it can be discussed and, where possible, resolved promptly. Concerns and complaints will be handled in accordance with the HA Coaching – Concerns & Complaints Procedure.

10. Changes or Cancellations by the Coach

10.1 Changes to Scheduled Sessions

If the Coach is unable to deliver a scheduled session because of illness or an unforeseen circumstance, an alternative session date or time will be offered.

Where necessary, a rearranged session may take place after the originally scheduled end date of the programme.

10.2 If the Coach Cannot Complete the Programme

If the Coach becomes unable to complete the programme, the Coach will notify the parent or legal guardian or adult dancer as soon as reasonably practicable.

10.3 Refunds Where the Coach Cannot Complete the Programme

Any payment for coaching or programme elements that will not be provided will be refunded, subject to the value of services already supplied and any other rights or remedies available under applicable law.

11. Privacy and Data Protection

Personal information will be handled in accordance with the Coach's Privacy Notice.

12. Governing Law

These Terms & Conditions and the coaching agreement are governed by the laws of England and Wales.

13. Statutory Cancellation Information

13.1 The 14-Day Cancellation Right

13.1.1 Where the agreement is made online and the statutory cancellation right applies, the parent or legal guardian or adult dancer has 14 days from the day after the agreement is entered into to cancel without giving a reason.

13.1.2 To exercise the right to cancel, the person who entered into the agreement must inform Helen Allen of the decision to cancel by a clear statement (for example, by email or letter). The Model Cancellation Form below may be used but is not compulsory.

Cancellation notice may be sent by post or email to:

Helen Allen, 12 Village Road, London N3 1TL

helen@helenallen.co.uk

13.2 When Coaching Starts During the 14-Day Cancellation Period

13.2.1 When a coaching agreement is entered into online, a statutory 14-day cancellation period may apply. Coaching may begin during this period.

13.2.2 Where coaching is to begin during the 14-day cancellation period, the person entering into the agreement will be asked, as part of the enrolment process, to expressly request that the coaching begins before the cancellation period has ended.

13.2.3 If the agreement is then cancelled within the 14-day cancellation period after coaching has begun at that person's express request, the amount payable for the service supplied up to cancellation will be proportionate to what has been supplied compared with the full programme price.

13.3 Cancelling Within the 14-Day Period After Coaching Has Started

If the right to cancel is exercised within the 14-day period after coaching has begun at the person's express request, payments received will be reimbursed without undue delay and no later than 14 days after the Coach is informed of the decision to cancel, less any proportionate amount properly payable for coaching supplied up to the time of cancellation.

Model Cancellation Form

(Complete and return this form only if you wish to cancel the contract.)

By post to: Helen Allen, 12 Village Road, London N3 1TL
Or email to: helen@helenallen.co.uk

I/We hereby give notice that I/We cancel my/our contract for the supply of the following service:

Inner Performance Coaching for Ballet Dancers

Ordered/agreed on: _____

Name of consumer: _____

Address of consumer: _____

_____

_____

Signature of consumer (only if this form is notified on paper):

Date: _____