



LASTACT STUDIOS, FORMBY

Late Payment Policy

Version 1.0. Effective 1 September 2026.

This Late Payment Policy forms part of the LastAct Studios Terms and Conditions.

Before anything else, please talk to us

If you are ever worried about a payment, contact the Admin Team at admin@lastact.org.uk before it is due. We will always try to find a way through with you, and none of what follows in this policy applies to families who talk to us in advance.

This policy exists for one reason. It stops our team spending its week chasing payments that should already have been made, so that time goes into teaching instead. It is not here to catch anybody out, and families who pay on time will never notice it exists.

1. Monthly subscriptions (ClassForKids)

When it is due

Subscriptions are due on the 1st of the month and are collected automatically through ClassForKids. Please make sure funds are available and that your card details are current.

Three further attempts, at no charge

If the payment does not go through, three further attempts are made at no charge, on the 4th, the 9th and the 16th of the month.

If the attempt on the 16th also fails

ClassForKids will mark the subscription as a “problem”. Your dancer or student is not removed from any register, class or group. You will need to log in to ClassForKids to resolve it, and the Admin Team will guide you through that process. Nobody loses their place while it is being sorted out.

Late fees begin on the 17th

- **£10** from the 17th to the 21st
- **£15** from the 22nd to the 28th
- **£20** from the 29th onwards

There is no daily charge.

How a late fee is collected

Any late fee is added as an additional ClassForKids charge and will be taken with the following month's payment, in the same way the show fee was handled this year. If you are paying a final instalment of your fees and are leaving LastAct, we will send a separate invoice for settlement of any late fees outstanding.

After 28 days

If fees remain outstanding after 28 days, LastAct reserves the right to suspend access to classes until the account is settled.

2. Invoiced payments

This section covers childcare vouchers, music lessons, one to one lessons, holiday workshops, and any other invoiced charge.

- Each invoice states its own due date and payment terms. It is your responsibility to check the due date on each invoice.
- A reminder is sent at 3 days overdue, at no charge.
- **£15** from 7 days overdue
- **£20** from 14 days overdue
- **£25** from 21 days overdue
- **Only one administration fee is ever payable on an invoice.** The band that applies is set by how overdue the payment is when the invoice is settled, and the bands are never added together.
- For example, an invoice settled at 10 days overdue carries a £15 fee, one settled at 16 days overdue carries £20, and one settled at 24 days overdue carries £25.
- From 28 days overdue, LastAct reserves the right to suspend access until the account is settled. Persistently unpaid accounts may be referred to a third party collection service, and reasonable recovery costs may be added.

Holiday workshops

Holiday workshop places are secured with a deposit. Summer holiday workshops take a £20 deposit per child. If the balance is not paid by the invoice due date, the place may be released to the waiting list and the deposit forfeited.

3. Comp Squad invoiced costs

This section covers every extra charge invoiced for Comp Squad, including costume charges, competition entry fees, spectator and ticket fees, and uniform. It is the firmest part of this policy, because competition deadlines are fixed and cannot be moved.

- A reminder is sent at 3 days overdue, at no charge.
- A flat £15 administration fee applies from 7 days overdue.
- From 14 days overdue, or 7 days before a competition if that comes sooner, the dancer may be withdrawn from a competition number.

The one rule to know

All outstanding Comp Squad invoices must be settled no later than 7 days before a competition, or the dancer will not compete at that event.

By seven days out the costumes are sorted, the entries are submitted and the ticket allocation is taken, and those costs do not come back to us. Asking for settlement while there is still time to act is the only point at which this is fair on every other family.

Costume charges

A costume charge will appear on your invoice for each competition number your dancer performs in. Charges appear as competitions are confirmed rather than as one large payment at the start of the season, so the cost spreads across the year.

4. General

Communication

We will make reasonable efforts to contact you about a failed or late payment, by email and where necessary by phone. Please keep your contact details up to date.

Financial hardship

As set out at the start of this policy, please contact the Admin Team at admin@lastact.org.uk before a payment is due and we will discuss a payment plan or an alternative arrangement. Proactive contact may result in late fees being reduced or waived. Where a payment plan has been agreed and is being kept to, the late fee provisions and the repeated arrears count below do not apply.

Repeated arrears and termination

LastAct reserves the right to terminate enrolment where fees remain outstanding for more than 30 days, or where there is a pattern of repeated late payment, meaning three or more occasions in a twelve month period. A family adhering to an agreed payment plan is not counted under this clause.

No waiver

Not enforcing a charge on one occasion does not waive our right to enforce it on another.

Amendments

LastAct may amend this policy and will give 30 days' notice of any changes.

At a glance

Every figure below matches the sections above.

	Monthly subscriptions	Invoiced payments	Comp Squad invoices
When it is due	The 1st of the month, collected automatically through ClassForKids	The due date stated on the invoice	The due date stated on the invoice
Free reminders or retries	Three further attempts at no charge, on the 4th, 9th and 16th	Reminder at 3 days overdue	Reminder at 3 days overdue
When a charge starts	The 17th of the month	7 days overdue	7 days overdue
The charge	£10 from the 17th to the 21st, £15 from the 22nd to the 28th,	£15 from 7 days overdue, £20 from 14 days, £25 from 21 days.	£15 flat administration fee

	Monthly subscriptions	Invoiced payments	Comp Squad invoices
	£20 from the 29th onwards. No daily charge.	One fee only, not cumulative.	
Escalation point	Access to classes may be suspended if fees remain outstanding after 28 days	From 28 days overdue, access may be suspended and the account may be referred to a third party collection service with reasonable recovery costs added	Withdrawal from a competition number from 14 days overdue, or 7 days before a competition. All Comp Squad invoices must be settled 7 days before a competition or the dancer will not compete.

Why this policy exists

LastAct was built on kindness, and kindness includes being fair to every family. When one account goes unpaid, the cost of it does not disappear, it is quietly carried by everybody else, and the hours spent chasing it are hours taken away from the studio floor. This policy is how we keep that from happening: clear dates, small and predictable charges, and an open door for anybody who is struggling. Talk to us early and we will help. That has always been the deal, and it has not changed.

Acknowledgement

By enrolling at LastAct Studios you acknowledge that you have read and agree to this policy.

Formal details

- This Late Payment Policy forms part of the LastAct Studios Terms and Conditions.
- The contracting entity is LastAct LTD, Old Saw Mills, Marsh Brows, Formby, L37 3PD. Written notice may be given to that address, or by email to info@lastact.org.uk or admin@lastact.org.uk.
- All fees stated in this policy include VAT and payment fees.
- This policy is governed by the laws of England and Wales.
- All queries about payments, invoices or payment plans should go to the Admin Team at admin@lastact.org.uk.