

# AT DANCE

## POLICIES AND PROCEDURES

### ENROLMENT POLICY

- Participation in a class is not available until a registration form has been completed, received, and processed by our office. New students participating in their one free class excepted.
- Enrolment is valid for one calendar year only. A new registration form must be completed to commence classes in a new calendar year.
- Students will be allocated to the most suitable class level and age group according to AT Dance standards.
- To enrol, a registration fee of \$18.00 must be paid. This fee is non-refundable and non-transferable.
- It is the responsibility of the parent/guardian to update AT Dance with any changes to personal information that was previously provided on their registration form.

### FEE POLICY

- A tax invoice will be issued to each family two weeks before the due date.
- Fees are invoiced termly. The full-term invoice must be paid. No amendments will be made to invoices for absences (such as school camp, holiday, general sickness etc.), extreme circumstances may be considered.
- Family discounts and multiple class discounts are automatically applied
- Fees are not refundable nor transferable between students, family members, classes or terms, except in extreme circumstances.
- Payments can be made using bank transfer or cash.
- Scholarship discounts only apply to group dance classes. The discount does not apply to any other class or lesson, including privates, Pilates, mindfulness etc.
- Termly discounts are applied as follows for multiple classes taken per week by a student or students from the same family: 2 classes=6%, 3=13%, 4=21%, 5=30%, 6=35%. Cap for the increase in discount for Junior and Sub-Intermediate is 5+ classes. Cap for the increase in discount for Intermediate - Adult classes is 6+ classes.
  - For family's that exceed a combined total of 5 classes per week, the percentage discount will be determined by the class level which is the most taken. i.e if there are 4 x Junior classes and 2 x Senior, the discount will cap at 5 classes as this is the cap of discounts for Junior classes.
  - The above discounts apply to group dance classes only - no privates or other classes included.



## **LATE FEE POLICY**

- If an invoice becomes overdue, a reminder email will be sent to the student/parent/guardian.
- If an invoice is still outstanding after a reminder email has been sent, a late fee will be incurred.
- If an invoice becomes 2 weeks overdue, a 10% late fee will be incurred.
- If an invoice becomes 4 weeks overdue, a 20% late fee will be incurred.
- Where an invoice is 28 days (4 weeks) overdue, as well as the 20% late fee being incurred, the student will have to forfeit their position in the class until such a time where the invoice is paid. Their position in a class will be held for 2 weeks only.

## **FREE TRIAL POLICY**

- Any individual wishing to attend a free trial lesson at AT Dance must complete a 'trial form'.
- Individuals will only be permitted to try ONE free class per style, if the class has vacancies.
- Individuals will only be permitted to try a free class, if the class is deemed suitable for them by AT Dance staff. This will be in accordance with the students age and/or experience.

## **ATTENDANCE POLICY**

- Parents/guardians are responsible for communicating absences with AT Dance. Notification must be given in advance if a student is going to be absent from class. This can be done by emailing [atdance.school@gmail.com](mailto:atdance.school@gmail.com) or calling/texting 0420461577.
- Where a student is injured, they are expected to attend the class to observe, where applicable.
- If a student is unable to attend class for a reason that is not the fault of AT Dance, make-up classes will not be offered and a refund will not be given (unless in extreme circumstances – please see withdrawal policy)
- Students who do not attend regularly may be withdrawn from sections of routines, routines entirely or classes.

## **LATENESS POLICY**

- If a student is a less than 5 minutes late to class, they are expected to apologise to the teacher however are still able to participate. The student will be reminded not to be late next time.
- Should the student be 5-10 minutes late, they are expected to apologise to the teacher. Due to safety concerns, they may be asked to observe and take



notes without physical participation, due to missing out on the classes' introduction and/or warm up.

- Should a student be more than 10 minutes late or cause a disturbance to the class with their lateness, they will not be permitted to participate in the class.
- It is expected that students/parents advise the teacher if they are aware that they will be late.
- Students who are regularly late to a class, may be advised to withdraw from the class.
- Where a student is too late to participate or attend a class, a refund or credit will **NOT** be provided.

## UNIFORM POLICY

- AT Dance does not currently have a set uniform therefore students are encouraged to wear school colours (Black, Blue & Green).
- Students are expected to wear appropriate dance attire to class, including appropriate shoes. Specific genre attire includes:
  - Ballet tap - Leotard, skirt, tights etc.
  - Jazz/contemporary – Leotard, tight t-shirt/singlet, leggings, shorts etc.
  - Hip Hop – tracksuits, baggy clothing & hats are allowed
- Where the student cannot participate due to not being prepared with the correct attire, the class will **NOT** be refunded or credited.
- Parents are to be strongly encouraged to affix name tags to all items of uniform. AT Dance takes no responsibility for any lost or missing items.
- The AT Dance logo is not to be affixed or printed to any garment without the written approval of AT Dance.
- No jewellery may be worn with the exception of small studs.
- Hair is to be worn in a bun for Ballet classes and tied up into a secure style for any other genre.

## PARENT/GUARDIAN-STUDIO COMMUNICATION POLICY

- Parents/Guardians must have a valid email address and contact phone number.
- Important information, invoices and newsletters will be emailed to the parent/guardian, at the provided email address.
- It is the responsibility of at least one parent/guardian to read newsletters and emails that are sent from AT Dance, to keep informed.
- The AT Dance website will include current information, available to parents and guardians.
- Communication involving children will be directed to the parent/guardian.
- Digital communication via social media, email or phone should be restricted to studio matters only.
- Digital communication must be respectful and should not offend, intimidate, humiliate or bully another person.
- Digital communication must not be misleading, false or injure the reputation of another person.



## **PARENT-TEACHER COMMUNICATION POLICY**

- Communication of concerns or queries must be directed to AT Dance staff.
- Teachers are not available during class time to discuss matters or answer queries.
- Parents are encouraged to seek feedback and assessment of their child. The process to do so is to contact our office and organise a time to discuss feedback. This can be done by calling/texting us on 0420461577 or email atdance.school@gmail.com.
- Parents and teachers are not to pass out private contact information.
- Indecent or inappropriate language or communication by either party must be reported to AT Dance.

## **STUDENT-TEACHER COMMUNICATION POLICY**

- Students are encouraged to seek feedback and assessment from their teacher. Please understand that the teacher may not be able to dedicate class time to such conversations. Teachers will try their best to accommodate the student's request.
- Students and teachers are not to pass out private contact information.
- Indecent or inappropriate language or communication by either party must be reported to AT Dance.

## **STUDIO LOYALTY, COMMITMENT & COURTESY POLICY**

- It is a conflict of interest to attend more than one dance studio. It is expected that students show 100% loyalty to their studio, teachers and fellow classmates. Students must obtain written permission to participate in external dance (not including primary/high school events). This excludes those advertised by AT Dance, where approval is automatic.
- Students are permitted to dance at their Primary and Secondary schools, as long as these commitments don't conflict with their AT Dance commitments or restrict the student from being able to commit 100% to their AT Dance commitment.
- Where a student has permission from AT Dance to participate in an external class, workshop or event, the parent/guardian must ensure that the students can still fulfil their AT Dance commitments.

## **BRING A FRIEND SALE POLICY**

- 'Bring a Friend' sale discounts apply only when the sale states. Discounts will not apply if new students are referred outside of the sale dates and times.
- The sale applies to either 2 new students to AT Dance (not past or present) or one current student and a new student to AT Dance (not past or present).
- The new student must enrol in at least one class for the duration of 1 term for both participants to be eligible for the discount.



## PHOTOGRAPHY/FILMING POLICY

- Students/Parents are not permitted to video or photograph classes, students or staff at any time, unless given permission by the staff or individuals involved. Photos of children should not be posted on social media platforms without the permission of the parent/guardian. The Annual registration form includes the permission forms where the parent/guardian can sign/not sign (see below).
- Annual showcase, performance and/or competition videos are not to be posted on public websites such as YouTube or Facebook, without AT Dances' permission.
- Photography and filming of theatre performances is strictly prohibited.
- AT Dance may use photographs/videos of the students to promote the academy via flyers, website, social media and advertising. All students are required to sign a photo release form. This signed agreement is required yearly and it lasts for the remainder of the lifespan of the business.
- Staff are not to film, photograph a student without permission from AT Dance. Staff are not permitted to share photographs or videos of students without the permission of AT Dance and the parent/guardian involved. Parent/Guardian permission is via the photo release form.

## HEALTH & SAFETY POLICY

- AT Dance have set up and will maintain safe dance environments for their students.
- Appropriate emergency procedures exist, and staff understand the procedures relevant to their location (appropriate signs are displayed).
- AT Dance staff have the responsibility and authority to ensure that health and safety objectives are achieved. They will identify and eliminate unsafe acts, procedures, conditions, equipment, and hazards of all kinds.
- Behaviour from students, parents or visitors that may cause an unsafe environment, will not be tolerated.
- It is the responsibility of the student or parent/guardian to inform AT Dance of any prior or current illnesses or injuries prior to enrolment or prior to class.
- In the event of an injury, AT Dance will administer First Aid treatment by a qualified first aider. If medical services are necessary and an ambulance required, the student/parent will incur the costs. Physical contact may be required.
- Parents/Guardians must be responsible for minors before and after class times. AT Dance will not provide supervision to minors outside of class time.
- Students are not to wait outside the premises. No student (under 18 years) is to wait outside or leave the premises unaccompanied by a parent or guardian.
- AT Dance **MUST** be notified of any allergies that a student may have. AT Dance will not be held responsible for allergic reactions outside of class time, however first aid will be provided.
- Teachers and students are made aware of the emergency evacuation plans for each studio



- Any student who has been diagnosed by a Medical Practitioner as being at risk of anaphylaxis **MUST** bring an EpiPen to class and leave it at reception, labelled with their name. This EpiPen will be administered by a first aider if required, under the instruction of 000 staff if an emergency arises.

### **FOOD, DRINK, ALCOHOL AND DRUG POLICY**

- Food and/or drink is not permitted in the classrooms, with the exception of a water bottle or unless advised by AT Dance staff members.
- Food and/or drink must only be consumed in the allocated waiting areas or break rooms.
- AT Dance request that nuts are not brought on the premises, however cannot ensure that the premises is 'nut free'.
- The possession or consumption of illicit or non-prescribed drugs or alcohol is not acceptable at any time.
- Parents, students, volunteers and/or employees must not arrive at AT Dance or any event representing AT Dance, under the influence of illicit drugs or alcohol.

### **INJURY / FIRST AID POLICY**

- Where an injury occurs, the student will receive treatment from a qualified first aider. Physical contact may be required.
- In the situation where an ambulance is required, an ambulance will be called by AT Dance. The parent will incur these costs.
- Where an injury occurs, the student's parent/guardian will be contacted by AT Dance using the contact information given on the student's registration form.
- It is the responsibility of the student/parents to notify AT Dance of any previous or current injuries.
- Any injury sustained whilst training or performing in a competition or promotion will be the responsibility of the student/parent. No costs will be incurred by AT Dance.
- Injuries that occur on the premises will be recorded on the incident report form.

### **BEHAVIOUR / CONDUCT POLICY**

- AT Dance does not tolerate swearing, indecent or disrespectful language, defamatory comments, or indecent or disrespectful conduct from students, parents/guardians, family members, or visitors.
- Any individual who demonstrates any of the above will be asked to withdraw from AT Dance immediately. This includes behaviour on the premises, outside of the premises, on social media or on the internet.
- Negative communications between parents and/or students will not be tolerated by AT Dance. Where negative communications take place, the parents and students involved will be asked to withdraw from AT Dance immediately. This includes



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- Any person who does not comply with AT Dance Terms and Conditions will forfeit their position at AT Dance and, to the extent permitted by law, will not be entitled to a refund.

## **BULLYING POLICY**

- The following will not be tolerated in person, via email, via text messaging or via the internet; verbal abuse or shouting, physical abuse, excluding or isolating a person, psychological harassment, humiliating a person through sarcasm, insults, ignoring or belittling a person's contribution or opinion.
- Where any persons feel that they are the victim of bullying, they should discuss the matter directly with the person/people concerned and request an end to the behaviour. Should this approach fail or be inappropriate, the victim can contact the AT Dance office for assistance in resolving the matter.

## **PHYSICAL CONTACT POLICY**

- Physical contact between a teacher and student may be required to demonstrate, correct or assist with dance or tumbling movements.
- In the event of an injury, physical contact may be required between a first aider and injured student or visitor.
- Any inappropriate or indecent physical contact between staff, students or visitors of AT Dance must be reported immediately.

## **CANCELLATION POLICY**

- If WE (AT Dance) have to cancel a class, registrants will be notified in advance and fees paid will be refunded or credited.
- If a student/parent cancels a class, there will be no refund or credit given, unless it is an ongoing issue which will prevent them from participating for an extended period. In this circumstance, their remaining term fees will be refunded or credited.

## **WITHDRAWAL POLICY**

- Where a student wished to withdraw from a class or from AT Dance entirely, written notice is required.
- There will be no refunds or credits for withdrawal from classes. Classes are invoiced termly.
- In the case of extreme circumstances (e.g. broken leg and is unable to dance for 8 weeks) classes or fees can be deferred. Medical certificate/written notice is required.



## **CONCERT POLICY**

- AT Dance holds a yearly 'end-of-year' concert.
- Students are encouraged to participate in the concert, however, it is not mandatory.
- If a student/family does not want to participate in the concert they should make it aware to a staff member of AT Dance as their earliest convenience.
- There will be a small fee to partake in the concert that will help cover staff required for the event, licensing and insurance, your concert footage etc.
- Costumes must be returned to AT Dance after their use.
- Students/families will be required to pay a fee if a student pulls out of the end of year concert after which they have already stated they will be attending/participating in the end of year concert (through the submission of the online form) or if they pull out within 6 weeks of the concert date. This fee is to cover the cost of the materials and costumes bought and the additional labour time taken to alter the dance accordingly.

## **EMERGENCY EVACUATION PROCEDURE**

- In case of an emergency staff will alert all persons with the sound of a whistle.
- Staff will direct and advise all persons to move safely to the nearest exit.
- Staff will then direct all persons to the muster point at the front of the studio, or to an alternative safe area.

## **GRIEVANCE POLICY**

- A grievance is a real or perceived cause for complaint.
- AT Dance recognises that open communication and feedback are essential elements of a satisfying and productive environment. Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Students can be assured that they will not be disadvantaged by the use of such procedures, whether decisions are found for or against their grievance. The first step to raising a complaint should be with the staff. Should you not be satisfied, a formal avenue can be taken. To raise a formal complaint, your complaint must be put in writing and dated.
- All formal avenues for handling grievances will be fully documented. All complaints and questions will receive thoughtful consideration and will be discussed with the individual who raises them. All discussions held are confidential.
- At any time, the student or parent have the right to withdraw their grievance. It is requested this is dated and put in writing.





## PARKING POLICY

For the safety of our students, staff, and visitors, we kindly ask that all those attending AT Dance adhere to the following:

- Be mindful of the nature of AT Dance and the location we operate at, which involves a sizeable number of children. Please allow extra care when in the car park.
- Please only park in marked car park spaces.
- Please **DO NOT** block any driveways or any other cars at any time.

## ENVIRONMENTAL POLICY

AT Dance endeavours to be an environmentally responsible provider of dance and performing arts classes and aims to minimise our environmental impact in the following ways:

- Build environmental awareness amongst our employees and students.
- Establishing appropriate office-based systems for resource reuse and recycling.
- Meeting all relevant environmental legislative and requirements.
- Continually reviewing our environmental management and performance.
- Striving to lead by example, encourage best practice and driving sustainable outcomes.

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AT Dance provides the; <http://atdance.com.au>; web site as a service to the public and Web site owners.

AT Dance is not responsible for, and expressly disclaims all liability for, damages of any kind arising out of use, reference to, or reliance on any information contained within the site. While the information contained within the site is periodically updated, no guarantee is given that the information provided in this Web site is correct, complete, and up-to-date.

Although the AT Dance Web site may include links providing direct access to other Internet resources, including Web sites, AT Dance is not responsible for the accuracy or content of information contained in these sites.

Links from AT Dance to third-party sites do not constitute an endorsement by AT Dance of the parties or their products and services. The appearance on the Web site of advertisements and product or service information does not constitute an endorsement by AT Dance, and AT Dance has not investigated the claims made by any advertiser. Product information is based solely on material received from suppliers.

