



# Terms & Conditions

## 2024

Sydney Dance & Gymnastics Academy (ABN 50 149 048 911) (referred to as SDGA) is committed to providing high quality training in dance and acro gymnastics to students in a safe, clean and secure environment. Words defined in the SDGA Terms and Conditions have the same meaning in these Policies.

#### **TRIAL LESSON POLICY**

- Any student wishing to attend a trial lesson at SDGA before committing to the fortnightly subscription must complete the 'book a trial lesson' form. This is on our website.
- Students will only be permitted to trial a class if the class has vacancies and is deemed suitable for them by SDGA staff. This will be in accordance with the students age and/or experience.
- Trial lessons can be booked up to 7 days before the trial lesson. Places will only be held for 7 days in the lead up to participating in the trial class.
- SDGA offers paid trial lessons where students may trial one lesson before committing to the fortnightly subscription. Trial lesson fees are on the website, are due when booking and secure the student's place in the trial lesson. Trial lesson fees are not transferrable to a date that is more than 7 days from completing the 'book a trial lesson' form, not transferable to another student or refundable once paid (this includes change of mind and 'no show').
- Students are able to attend one trial lesson before committing to the class for the fortnightly subscription.
- After the trial lesson, parents will receive a follow up email to confirm or forfeit their place in the class and the enrolment starts immediately following the class. The student's place in the class is held for 48 hours after the trial lesson and if the parent does not confirm their acceptance of the place and commence the fortnightly payments within this time the place will be forfeited.

#### **ENROLMENT POLICY**

- Any student wishing to enrol at SDGA must first complete online registration. This is available on our website.
- Participation in a class is not available until a registration form as been completed, received, and processed by our office.
- Enrolment is valid for one calendar year only. A new registration form must be completed to commence classes in a new calendar year.
- Enrolment in a class can be booked up to 7 days before commencing the class (with the exception being over the school holidays).
- Students will be allocated to the most suitable class level and age group according to the SDGA standards.
- Where a class has reached maximum capacity, students will be placed on the waiting list.
- It is the responsibility of the parent/guardian to update SDGA with any changes to personal information that was previously provided on their registration form.

#### **ATTENDANCE POLICY**

- Parents/guardians are responsible for communicating absences with SDGA via the student absence form on the website.
- Where a student is injured, they are encouraged to attend the class to observe and take notes.
- Students who do not attend regularly may be withdrawn from classes, sections of routines, or routines entirely.
- Students should not engage in external activities that may affect their ability to attend their SDGA classes.

#### **MAKE UP CLASS POLICY**

- All students may request a 'make up class' if they miss their weekly scheduled class.
- Make up classes are requested via the 'student absence' form on our website or by email [info@sdga.com.au](mailto:info@sdga.com.au)
- Make up classes are only available if requested BEFORE the missed class and must be taken within the same term as the missed class. If you cannot attend a make up class no credit, refund or reduction in fortnightly fees will be given.
- Maximum of ONE make up class per student, per term.
- Students are able to attend make up classes where there are vacancies in the class (classes which are \*waitlist only\* do not have vacancies and cannot be requested as make up lessons)
- No reduction of fees will be given if a student is unable to attend a make up lesson.

#### **FEE POLICY**

- All fees are inclusive of GST.
- Fees are advertised on our website and on the trial and enrolment booking forms.
- This year we have introduced fortnightly direct debit payments. The fortnightly payment must be paid upon enrolment or the lesson following the trial lesson, regardless of the number of classes the student wishes to attend (or actually attends). There will be no refunds, credits, or pauses on payments if a student is absent. Students may attend a make up class within the same term for any class missed, provided another class is at a suitable level for the student and there is availability.
- Payments are unable to be 'paused' for absence, illness, family holidays etc. Payment reserves your child's place in the class and, if unable to attend and if you do not make the payment, their enrolment will be cancelled and you will need to reenrol in the class. If the class is at capacity and there is a waitlist then cancelling your enrolment will automatically offer the place to the next student on the waitlist.
- Direct debit must be set up prior to attending classes
- Other fees such as holiday workshops and ballet exam fees, are charged separately and due upon booking.
- Fees are not refundable nor transferable between students, family member, classes or terms.
- Family discounts and multiple class discounts are part of the fees structure and can be viewed on our website.
- Payments are made via our stripe platform.
- Where a fortnightly payment has failed, an invoice for that fortnight will be sent to the nominated email on the enrolment form and the student will not be able to participate in classes and will not be able to join the walking pickup until the payment is received.
- All fees are non-refundable. This includes classes, workshops, events and other.

#### **CANCELLATION POLICY**

- SDGA may cancel a class because of low registration numbers, location or teacher unavailability. In these instances, registrants will be notified in advance and fees paid will be refunded or credited.
- Parents may cancel their child's enrolment at any time with two weeks notice. There will be no refund or credit given.

#### **WITHDRAWAL POLICY**

- Where a student wishes to withdraw from a class or from SDGA entirely, two weeks written notice is required.
- There will be no refunds or credits for withdrawal from classes.

#### **ADJUSTMENTS TO CLASSES AND FORTNIGHTLY PAYMENTS**

- Where a student wishes to add or adjust their classes, two weeks written notice is required.
- Additional classes may be charged as a one off payment or updated in the fortnightly billing cycle depending on the week in which the classes are added. There will be no refunds or credits for withdrawing from classes as per the withdrawal policy.

### **LATENESS POLICY**

- Please arrive to class on time as warming up is vital for safe dance practice.
- It is appreciated that students/parents advise the SDGA 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 and may not be choreographed in sections of routines, or routines entirely.
- Where a student is too late to participate or attend a class, a refund or credit will not be provided but they may arrange a make up class as per our make up class policy.

### **UNIFORM POLICY**

- The uniform set out by SDGA is compulsory for all students and is required by week 2 of attending classes.
- Students have the option of wearing any of our SDGA branded uniform items with their own plain black bike shorts. In cooler weather, students may also wear their own plain pale pink or black wrap top or plain black leggings with their SDGA branded uniform items. Students who do not wear the correct uniform to class will not be able to participate in the class.
- Uniform items that have been cut, are ripped or torn, or damaged are not permitted in class.
- Where the student cannot participate due to not being prepared with the correct uniform, the class fee will not be refunded or credited.
- Parents are to be strongly encouraged to label uniforms with your child's name.
- All items of uniform are available at SDGA and local dance wear stores. SDGA branded items are only available from SDGA.
- We encourage parents to pass on pre-loved SDGA uniforms. Pre-loved SDGA branded uniforms may be donated back to the studio to be passed on to new students or kept as spares. You may email [info@sdga.com.au](mailto:info@sdga.com.au) to enquire if any second hand items are available.
- The SDGA logo is not to be affixed or printed to any garment without the written approval of SDGA.
- No jewellery, watches or Fitbit bands may be worn with the exception of small stud earrings.
- Students must have hair tied up for all classes. A bun is preferred and highly recommended for ballet classes.

### **MID-YEAR CONCERT POLICY**

- The End of Year Concert is optional for all students but participation is assumed unless written notice has been given by parents.
- All students must arrive at the venue at least 15 mins prior to the performance start time in their uniform with hair done (bun or ponytail plait as per their class requirements) in order to participate.
- All rehearsals are held during regular classes. There are no additional rehearsals.
- Any student who has fees outstanding will not be permitted to perform in the concert.
- Students who do not wish to perform in the concert must notify SDGA in writing with as much notice as possible as this affects choreography.
- Tickets for the concert are sold through the 'Uniform shop' page on our website. Tickets are in the form of a wristband and will be given to students in a labelled envelope in class in the lead up to the concert. Last minute wristband ticket purchases can be collected at the 'ticket desk' prior to the performance start time.
- To view the performance, a ticket must be purchased. Audience members may only enter the auditorium with a purchased ticket.
- Tickets must be purchased promptly. SDGA is not responsible for families who miss out on purchasing tickets due to delay.
- Students must wear their SDGA branded class uniform to perform in the Mid-Year concert. SDGA uniform items may be paired with plain black bike shorts, pale pink or black wrap tops or black leggings. These must be plain and unbranded (no other visible logos).

### **END OF YEAR CONCERT POLICY**

- The End of Year Concert is optional for all students but participation is assumed unless written notice has been given by parents.
- All Pre-Junior - Senior classes must arrive at the theatre at least 1 hour prior to the performance start time in order to participate.
- All rehearsals are held during regular classes. There is no additional dress rehearsal.
- Any student who has fees outstanding will not be permitted to perform in the concert.
- Students who do not wish to perform in the concert must notify SDGA in writing with as much notice as possible as this affects choreography and costing. No refund is given for students not attending the concert and therefore not requiring a costume.
- Tickets for the concert are sold through the theatre website / ticketing platform.
- To view the performance, a ticket must be purchased. Audience members may only enter the auditorium with a purchased ticket.
- Tickets must be purchased promptly. SDGA is not responsible for families who miss out on purchasing tickets due to delay.
- Students wear their SDGA branded class uniform for the concert finale dance. Students who have forgotten their uniform may purchase an SDGA uniform tshirt to wear, which will be charged to your provided card after the performance.

### **END OF YEAR CONCERT COSTUME POLICY**

- Costumes for the concert will be measured, fitted and ordered by SDGA.
- Costume fees are included in the SDGA fees.
- For some routines, students may be asked to provide their own costume or part of a costume. For example, black leggings or denim shorts for Acro. No refund of fees will be given in these instances.
- Each class will perform one class dance at the concert as well as the opening dance and finale and require one costume.

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

- Students are permitted to dance at their Primary and Secondary schools.

### **PHOTOGRAPHY/FILMING POLICY**

- Students/Parents are not permitted to video or photograph classes, students or staff at anytime, unless given permission by the staff or individuals involved. Parents are permitted to video and photograph the performances during 'parent watching week' and their own child's performances at the 'Mid-Year Concert' and 'End of Year Concert'. Please take care not to post photographs of other children on social media platforms without the permission of their parent/guardian.
- Concert routine videos are not to be posted on public websites such as YouTube or social media sites, without permission from SDGA and the permission of all others in the video.
- SDGA may use photographs/videos of the students to promote SDGA via flyers, website, social media and advertising. By enrolling at SDGA you give permission for SDGA to take videos and photos during class and at performances for advertising and archival purposes. If you have privacy concerns you must contact [info@sdga.com.au](mailto:info@sdga.com.au).
- Staff are not permitted to share photographs or videos of students without the permission of SDGA and the parent/guardian involved.

## **HEALTH & SAFETY POLICY**

- SDGA have set up and will maintain safe dance environments for their students. The studio flooring and equipment used enable and ensure safe dance practices.
- Appropriate emergency procedures exist and staff understand the procedures relevant to their location.
- SDGA 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 SDGA of any prior or current illnesses or injuries on the enrolment form or prior to class.
- In the event of an injury, SDGA will administer First Aid treatment by a qualified first aider and contact parents. 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. SDGA will not provide supervision to minors outside of class time.
- Students are not to wait outside the premises unaccompanied by a parent or guardian. No student under 18 years is to wait outside or leave the Premises unaccompanied by a parent or guardian.
  - SDGA **MUST** be notified of any allergies that a student may have. Allergy and asthma plans must be sent to info@sdga.com.au. SDGA will not be held responsible for allergic reactions outside of class time, however first aid will be provided.
- Emergency evacuation maps are located around the premise.
- Fire extinguishers, fire hose reels and fire blankets are located within the premises.
- Any student who has been diagnosed by a Medical Practitioner as being at risk of anaphylaxis should bring an epipen to class and hand it to their teacher, 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 during the class, with the exception of a water bottle.
- Food and/or drink must only be consumed in the allocated areas when students are collected for the walking pickup.
- SDGA 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 SDGA or any event representing SDGA, impaired by the effects 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 SDGA. The parent will incur these costs.
- Where an injury occurs, the students parent/guardian will be contacted by SDGA using the contact information given on the students registration form.
- It is the responsibility of the student/parents to notify SDGA of any previous or current injuries.
- Any injury sustained whilst training or performing will be the responsibility of the student/parent. No costs will be incurred by SDGA.
- Injuries that occur on the premises will be recorded on the Incident report form.
- If a student is injured they are encouraged to observe the class and take notes.

## **BEHAVIOUR / CONDUCT POLICY**

- SDGA 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 SDGA immediately. This behaviour includes at the Premises or outside of the Premises, social media or on the internet.
- Any person who does not comply with SDGA Terms and Conditions will forfeit their position at SDGA and, to the extent permitted by law, will not be entitled to 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, criticism or 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 SDGA 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 SDGA must be reported immediately.

## **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 email provided on the enrolment form.
- It is the responsibility of at least one parent/guardian to read newsletters and emails that are sent from SDGA, to keep informed.
- The SDGA website will include current information, available to parents and guardians.
- Communication involving children will be directed to the parent/guardian.
- Digital communication should be restricted to studio matters only.
- Digital communication must 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 the SDGA director. The appropriate staff member will be contacted and staff will then respond to the parent.
- Teachers are not available during or in-between class time to discuss matters or answer queries.
- If you would like to see feedback and assessment of your child you may email [info@sdga.com.au](mailto:info@sdga.com.au). Please do not request feedback more than once every 6 months, unless special circumstances are involved.
- Parents and teachers should not seek access to each others profiles on social media platforms such as Facebook, Instagram etc.
- Parents and teachers should not communicate via email, phone or social media. All communication should be passed through SDGA.
- Parents and teachers are not to pass out private contact information.
- Indecent or inappropriate language or communication by either party must be reported to SDGA.

### **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 or pass information through the SDGA office.
- Students and teachers should not be communicating privately through social media platforms.
- Students and teachers should not communicate via email or phone. All communication should be passed through SDGA or take place during class time.
- Students and teachers are not to pass out private contact information.
- Indecent or inappropriate language or communication by either party must be reported to SDGA.

### **CHILD SAFE POLICIES**

- All SDGA staff have a current WWCC and follow legal guidelines for child safety policies.
- Child safety and creating a safe and nurturing learning environment for our students is our priority.

### **EMERGENCY EVACUATION PROCEDURE**

- In case of an emergency staff will alert all persons on the premises.
- 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 an alternative safe area.

### **PARKING POLICY**

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

- Please allow extra care when in the car park as the nature of our business involves children.
- Please only park in marked car park spaces.
- Parents are not to request that their children meet them at the car. All parents must come to the studio door to collect their child after class. Your child will not be allowed to leave the class until we have seen you.
- Please do not block the driveway at any time.