

STARZ DANCE CENTRE - 2018 STUDIO POLICIES

ENROLMENT POLICY

Any student wishing to enrol at Starz Dance Centre must first complete an enrolment form - available on our website. Participation in a class is not available until an enrolment form has been completed, received, and processed by our office. All new students must pay an enrolment fee of \$28 per student or \$50 for families with two or more children. This fee is non-refundable and non-transferable.

It is the responsibility of the parent/guardian to update Starz with any changes to personal information that was previously provided on their enrolment form. Enrolment is valid for one calendar year only. A new enrolment form must be completed to commence classes in a new calendar year. Starz reserves the right to cancel enrolment for any student that shows disregard for fee payment, attendance, behaviour and other school policies throughout the year.

ATTENDANCE POLICY

Regular attendance at classes is necessary throughout the year and at concert time. Where a student is injured, they are expected to attend the class to observe if possible. Starz should be notified in advance if a student is going to be absent from class. This can be done by emailing starzdance@bigpond.com or texting 0458 333 761. Failure to attend at least 70% of classes each term may result in students losing their place in the class and/or routines.

Attendance at compulsory rehearsals is compulsory. Where a student does not attend, they will be withdrawn from the group, class, and/or routine.

'Troupe' students are expected to attend all classes. One absence due to school camps or serious illness may be permitted, but must first be approved by the Director.

FEE POLICY

All fees are invoiced by the term and must be paid in full by the due date each term.

A late administration fee of \$10 per week will be charged to all accounts not finalised by the due date when communication has not taken place.

Families experiencing financial hardship can apply for an extension on the due date if required. This must be applied for in writing at least 10 days before the due date.

There will be no refunds, credits or transfers of term fees or concert expenses under any circumstance, including early withdrawal during the term.

Fees are not discounted due to lack of attendance for any reason. Makeup classes may be arranged if desired for missed lessons, where available.

Fees are not refundable nor transferable between students, family member, classes or terms.

Family discounts and multiple class discounts are available.

Payments can be made by cash, cheque or direct deposit.

All fees are inclusive of GST and prices are advertised in the Starz Dance Centre information pack.

A tax invoice will be issued to each family four weeks before the due date.

The full term invoice must be paid, regardless of the number of classes the Student attends.

The person completing the students enrolment form agrees to be responsible for all fee payments to Starz Dance Centre and all debit collection costs should it become necessary.

Students will not be permitted to dance in classes and will not be offered extra curricular activities if there are outstanding fees and no communication has taken place.

ANNUAL CONCERT COSTUME HIRE & PARTICIPATION POLICY

Costumes for the concert will be measured, fitted, ordered and designed by Starz. Costume hire cost is \$20 - \$45 per costume. Each class requires one costume.

Costume hire will be invoiced in Term 3. Costumes will not be ordered or made for students that do not return their costume fees by the due date. All students must return a permission form by the required date to participate in the concert. Failure to do so will result in students being removed from their class/es routines.

UNIFORM, GROOMING & PUNCTUALITY POLICY

The uniform set out by Starz is compulsory for all students and must be adhered to for all classes. No jewelry may be worn with the exception of small studs.

Hair is to be worn in a neat bun for Ballet classes, and tied up into a secure style for any other genre.

Students must arrive on time for classes. If a student arrives late, they should apologise to the teacher and warm up appropriately before commencing class.

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, at the provided email address. Please ensure you check emails regularly. It is the responsibility of at least one parent/guardian to read newsletters and emails that are sent from Starz, to keep informed. The Starz Family Facebook page will include current information, available to parents and guardians.

PARENT-TEACHER COMMUNICATION

Communication of concerns or queries must be directed to the Starz 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. Parents and teachers should not communicate via email, phone or social media. Parents are expected to communicate politely and respectfully with teachers at all times.

STUDIO LOYALTY, COMMITMENT & COURTESY POLICY

It is a conflict of interest to attend more than one studio. It is expected that students show 100% loyalty to their studio, teachers and fellow class mates.

Students must obtain written permission to participate in external dance, acro or other dance related events. Where a student has permission from Starz to participate in an external class, workshop or event, the parent/guardian must ensure that the students can still fulfill their Starz commitments first and foremost.

PHOTOGRAPHY/FILMING POLICY

Starz may use photographs/videos of students to promote the school via website, flyers, ads and social media. By completing the enrolment form, all parents/guardians understand and agree to their child's photos being used and students being filmed at the end of year performance or during Starz classes and events.

Students/Parents are not permitted to video or photograph classes, students or staff at anytime, unless given permission by the staff or individuals involved. Photo's of children should not be posted on social media platforms without the permission of the parent/guardian.

HEALTH & SAFETY

Utmost care is taken during classes to ensure a happy and safe environment for our dancers, however in the case of injury or illness, where parents or emergency contacts are not able to be reached, Starz staff will seek medical advice and will act accordingly where treatment is deemed necessary. If medical services and/or an ambulance is required, the student/parent will incur the costs. Physical contact may be required.

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 Starz of any prior or current illnesses or injuries prior to enrolment or prior to class.

Parents/Guardians must be responsible for minors before and after class times, as Starz will not provide supervision outside of class time.

Students are not to wait outside the premises and no student (under 18 years) is to leave the Premises unaccompanied by a parent or guardian.

ALLERGIES AND MEDICAL CONDITIONS

Starz MUST be notified of any allergies that a student may have. Any student who has been diagnosed by a Medical Practitioner as being at risk of anaphylaxis should bring an epipen to class and leave it with the teacher, labeled with their name. This epipen will be administered by a first aider if required, under the instruction of 000 if an emergency arises.

Students with Asthma must provide Starz with an up to date Care Plan completed by a Doctor and bring Ventolin to every class.

BEHAVIOUR / CONDUCT POLICY

Starz 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 Starz immediately. This behaviour includes at the Premises or outside of the Premises, social media or on the internet.

Negative communications between parents and/or students will not be tolerated by Starz. Where negative communications take place, the parents and students involved will be asked to withdraw from Starz immediately.

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 Starz 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 movements.

WITHDRAWAL POLICY

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

EMERGENCY EVACUATION PROCEDURE

In case of an emergency staff will alert all persons with the sound of a whistle and/or air horn. Staff will direct and advise all persons to move safely to the nearest exit. Staff will then direct all persons to the nearest safe area.

CAR PARK POLICY

For the safety of our students, staff, and visitors, we kindly ask that all those attending Starz Dance Centre are very careful when entering, exiting and parking. Babies and children are not to be left unattended in cars for any period of time. Students must be escorted to and from the foyer, and around the studio car park, by a responsible adult at all times.

PERFORMANCES & COMPETITIONS

Casting for all performances is decided by the Principal and staff and is final. Strictly no discussion will be entered into by students or parents and doing so may result in suspension of enrolment. Competition results and other achievements may be used in advertising and the end of year concert program. All choreography remains the property of Starz. *Solo and Competition troupe students please refer to the Solo policy document for full details.*

CCTV POLICY & PROCEDURES

Starz operates a CCTV system to deter anti-social and/or criminal behaviour. This system will aim to provide a secure & safe environment for the children, parents / guardians, and staff involved. Access to the CCTV system display monitor will be limited to the Director only. Authorised staff will utilise the system for OHS (Occupational health and safety) and security reasons only.

Recorded footage will be accessed by the director if a serious offence, allegation, or incident has taken place. An offence, allegation, or incident will be defined as serious if it includes ASB (Anti-social behaviour) or a crime.

Should an offence, incident, or allegation lead to a criminal investigation or lawsuit, the recorded footage may also be accessed for this purpose.

Recordings will be stored on the system's hard-drive which is located in a secure location with restricted access as outlined above. During closed hours, the premises is locked and alarmed.

It should be noted that the current system within the premises only records video and has no capacity to record sound. All cameras are visible. There are signs in place to notify individuals of the presence of the cameras. Cameras are not located in private areas, such as the toilets and/or change rooms.

Starz takes no responsibility for loss or damage to personal property.