

<DANCE STUDIO>
PROCEDURE MANUAL
UPDATED 1 December 2015

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STAFF PROCEDURES MANUAL

FOR ADMIN STAFF

- Staff to arrive 15 minutes prior to shift starting

OPENING

General tidy and cleaning duties

- Collect mail from letterbox
- Unlock building
- Turn on ALL lights and air conditioning where appropriate
- Start up computers
- Ensure reception area, studios and bathrooms are presentable and tidy (clear all items from floor)
- Pick up any rubbish or lost property missed from previous night
- Empty rubbish bins and re-do bin liners
- Check and refill soap and toilet paper in all bathrooms
- Turn on televisions

Admin

- Clear voicemail and prioritise and respond to 'flagged' urgent.
- Check and respond to emails 'flagged urgent' emails.
- Ensure iPods / iPads charged.
- Communication Book must be filed out with any and all correspondence from customers. Please allow up to 3 business days for a response. Refer to Priority sheet for responsible person.

Student/parent arrivals

- Check in each student as they arrive
- Ensure a cheery, professional manner and refer to both parent and child by first name
- New students – follow [trial procedure](#)

Pre-class protocol

- Teachers must be in attendance 5-10 mins prior to class time starting and must have checked into reception. Ensure this process is followed or contact teacher to ensure they have arrived.
- 5 minutes before class call students into straight lines.
(Assistant teachers should be able to help here). If it is the start of a teacher's shift, they should be lining students up ready to go to class
- For junior classes, assistant teacher can begin reading ballet story 10 minutes prior to start of class. This is a great way to assist in preparing students for their class and also separate students and parents.
- If there are multiple classes starting, rely on Assistant Teachers to collect & count role cards and place at reception desk
- Ensure students receive role card prior to class commencing - politely hold parent enquiries, which can be done during class time

During classes

From 3pm-5pm

- Tend to parent enquiries
- Collect & count role cards in each studio ensuring accurate student and card count
- Answer phone
- Book private lessons
- Take payments

All other times

- All of the above, including:
- Document ALL student attendance cards (update rolls) back at reception
- Replenish timetables, brochures and business cards on front counter
- Email invoices

CLOSING UP

- 15 minutes prior to close, do a once over of the studios picking up any rubbish, lost property and turning off lights and air conditioning if studio or area is empty.
- Ensure all sound systems (including speakers) are turned off at the wall.
- Turn off television screens
- Check bathrooms are clean and tidy.
- Empty rubbish bins.
- Turn off all remaining lights and air conditioning.
- Once the last student has left the building shut and lock the front doors

ANSWERING PHONES

- Answers phones with a cheerful tone
- “Good morning/afternoon/evening welcome to <STUDIO> this is [NAME] speaking”
- Write down any messages/return calls into Telephone Message Book

FILING

- Place documents in correct ‘in’ trays for filing
 - Exam
 - Concert
 - Trial
 - Enrolment & Change of details
 - Student correspondence
 - Teacher correspondence & leave requests

PROCEDURES

At <STUDIO> , we know you have several options when choosing to invest in your child's dance education. We appreciate the opportunity to give your child a quality dance foundation that promotes a respect and understanding for the art of dance and the performing arts. We are dedicated to helping each individual student develop into the best performer they can and want to be. From the future professional dancer to the recreational student, we give equal attention to all of our dancers.

We believe that hard work, passion and dedication produces achievement.

This is a lesson that will instil a discipline in each student that will aid him/her in facing all aspects of life. We seek excellence from all of our students appropriate to their age, level and interest. None of this can be accomplished without a cooperative and supportive effort from the students, their parents, our teachers and staff.

Our unique staff is diverse and well trained. Our teachers are well known in the dance community and continue to expand their knowledge of the latest styles and techniques. You can trust that by enrolling and committing to classes at <STUDIO> , you will not only be gaining the best training available, we will nurture every student in a caring, professional and fun environment.

TRIAL CLASSES

- We want to ensure each student is placed in an age and skill appropriate class where they will thrive to reach their full potential. Students are assessed with their age group and then based on ability, recommended a class.
- A trial week pass (\$20) is available for first-timers. Once enrolled, this fee comes off their term fees.
- Current enrolled students (that have a current invoice) are able to trial another class ONCE for no charge.
- When the student/parent arrives take down their name and fill out trial information form.
- Trial students receive a wristband to be identified as a trial student. This may be returned at the end of the trial week.
- Introduce student to relevant teacher before class starts.
- Once the class is finished get feedback from both the student and teacher:
 - 1) did the student enjoy the class and do they want to sign-up?
 - 2) is the student in the appropriate class?
- If this isn't possible in person, follow-up with a phone call the next day.
- If the student signs up straight away, go through new enrolments process.

ENROLMENTS

- Have the parent/guardian/student complete forms and submit to a member of the <STUDIO> admin team
- Once enrolled, students are placed in age and skill appropriate classes for the duration of the term
- Scheduling ensures that there are no overlaps for students taking multiple classes. It may not be possible to confirm this on the spot. If so, offer to confirm the student's timetable in a follow-up email

CANCELLATIONS

- Students must provide 21 days notice and will be charged for the lessons within this time
- Another student may take their place after the 21 days has ended
- Students are given the opportunity to recommit to the class during the 21 day period prior to their place becoming available to another student
- For immediate cancellations please refer to studio director by making a booking for the student to meet with the director at an appropriate time through the week. The full week of fees will be charged until a decision can be made.

MAKE UP LESSONS

- Must do makeup lesson in same class (must be style and level).

Eg. Ballet 3 Monday absent - can make up in ballet 3 Thursday lesson or recreational inter ballet Saturday
- Notify reception of absent class and book makeup lesson to ensure enough places available in preferred class.

EMAILS

ENQUIRY

- Copy enquiry template.
- Ensure you get the name correct and address the email personally.
- Open Google Drive>
 - o Admin
 - o Admin Enrollment timetables
 - o <Year> Example 2015
 - o Choose age folder
 - o Choose appropriate file (by year of birth)

CANCELLATION

- Check Xero for any outstanding fees.
- Copy cancellation template.
- Ensure you get the name correct and address the email personally.

EMAIL TEMPLATES

- Most emails can be responded with template response.
- Open Google Drive>
 - o Admin
 - o Admin Templates
 - o Emails (file)

FEES AND PAYMENT STRUCTURE

- Fees can be paid casually or per term. Note casual does not reserve a place in the class and is more expensive than enrolment
- Prior to first lesson (casual or term), students must pay enrolment fee
- Fees are to be paid in full prior to the term commencing. This is to secure a place in the class
- Enrolment fee must be paid prior to first lesson
- However, students are welcome to join throughout the term
- No refunds are given for missed classes
- All public holidays are observed and fees have been calculated over the course of the year
- Make-up classes are available in the same lesson at either studio location
- Term fees will not be refunded if a student leaves class after enrolment
- Family discount of 5% applies when term fees are paid in full prior to due date.
- We accept the following payment methods:
 1. Cash
 2. Eftpos/Credit (we do not accept AMEX / Diners Club)
 3. Direct deposit
 - Westpac
 - Account
 - BSB
 4. Cheques – Make cheques out to <STUDIO> and write the student's name or reference on the back
- In all methods of payment, please ensure references clearly identify the student
- If students have any issues settling their fee payments, please arrange a meeting with a Director to discuss a payment plan

INVOICING PROCESS

- Ideally, invoice is created and paid upon enrolment
- If invoice cannot be created upon enrolment, it will be emailed out by accounts department
- Upon enrolment form completed, student must pay the enrolment fee. If invoice cannot be created, use manual invoice and place with enrolment form for accounts to complete

RECEIVE PAYMENT

- Collect invoice off customer or print from Xero file.
- Check due date. If not overdue, check if family discount required and also deduct admin fee (\$20).
- Family Discount – given when invoices are paid in full prior to due date.
 1. Deduct admin fee (\$20)
 2. Get total of invoice and deduct 5% from total.
 3. Cannot be done on part payment
- Collect payment
- Write details on bottom left
 1. Date
 2. Method of Payment (EFTPOS, Cash)
 3. Amount (total amount including surcharge, if applicable)
- Photocopy invoice and provide customer with receipt
- Attach EFTPOS receipt to invoice
- Place in Accounts tray

EFTPOS

- 2% surcharge applies to all EFTPOS and Credit Card transactions
- Mastercard and VISA only
- Insert Card (or swipe if necessary)
- Press account Chq/Sav/Cr
- Enter full amount (do not need decimal point) PRESS ENTER
- No cash out
- Customer to enter PIN number and press okay
- Wait for response

PART PAYMENT REQUEST

- Part payments are available to be requested by the parent prior to the due date on invoice.
- Part payments incur \$20 administration fee.
- Family discounts do not apply to part payment (fees must be paid in full for discount).
- Part payment requests must be finalised by week 9 of 10 week term or week 8 of 9 week term.
- Part payments can be made via credit card (through <STUDIO>) or from customers bank account.
- Must be made in regular instalments as specified on the request form.
- How to process part payment:
 1. Print off term invoice
 2. Ask customer how often they intend to make payment
 3. Divide total amount of invoice (including admin fee) by number of intended payments

IMPORTANT INFORMATION

- Students WILL NOT be allowed to participate in performances, competitions or collect examination results if the account is not current.
- Tuition is due by the conclusion of the first week of term and is considered late after the third week.
- Late fees on accounts are an automatic function of our computer software and are posted to accounts unpaid by the due date. Tuition administration fees are \$20 per term. An additional \$30 late fee is payable after conclusion of the term if fees are not finalised.
- There are no refunds for tuition, costume fees or performance fees, FOR ANY REASON.

CLASSES

- <STUDIO> offers over 100 classes per week from two locations – Mt Gravatt and Coopers Plains
- Lessons run for approximately (45 minutes)
- Each class is run by a qualified, experienced teacher with some classes having additional support from one or more assistant teachers
- Students are expected to be ready and lined up outside the studio at least 5 minutes before the class starts
- Students in ages 10U, 12U, 16U and open levels are expected to be stretched prior to class
- Students are to handover their name cards to the relevant teacher before entering the class
- Class size depends on age, level, teacher and studio
- Our staff is extremely careful and concerned when choosing the correct level class for each student. It is very important to remember that all students are individuals with very different talents, skills and ability levels; they will not progress at the same rate. In maintaining a high quality of dance education, it is therefore sometimes impossible to keep the same students together in class year after year. The most important thing is that the student should be comfortable in their learning environment, not inhibited. We are a progressive studio and ALL OF OUR CLASSES ARE CHALLENGING.
- Please do not become a competitive parent and want your child in a certain class because you think it is more advanced or a harder class. Class placement is at the discretion of the directors. We cannot stress enough that since every child is not equally talented, they cannot all show the same progress rate. Maturity is also taken into consideration.
- Beware of becoming the classic STAGE MOTHER who pushes her children beyond their capabilities or interest in dance. Children of these parents usually become frustrated with their dancing and want to quit, never realizing that dance is supposed to be enjoyable.
- The teacher judgment must be respected first and foremost. It is normal for every parent to view their child as the best dancer in the class but remember the teacher is looking at your child through trained, expert eyes. If your teacher's judgment is not respected in all areas of your child's training, his or her dance education may be compromised.
- <STUDIO> prides itself on having a friendly, family-like atmosphere with enough strong instructors to help each dancer develop into the best that he or she can and WANTS to be. From time to time, our teachers must make decisions whereby certain students are chosen for solos, competition groups or special parts or auditions. These decisions are not easily made and are thought out carefully. The parents and teachers must work together to help students understand that not all students can be chosen for all things. We want our students to be happy and supportive of each other. It is our intention to teach the students to learn from each other and to be motivated by each other.
- We encourage all of our students to work hard and become the best dancers they can be, but they must work at a level that is suitable for them. Many students are easily discouraged when they are placed in too difficult a class. At the same time, a student may miss important foundation technique if they are pushed too fast into a class above their age group. Again, maturity of each individual student is taken into account.

PRICING STRUCTURE

Enrolment fee

- Must be paid upon enrolment
 1. \$49 Individual
 2. \$90 Family (no size limit but must be immediate sibling/parent)

Tiny Tots

- \$135 per class per term

Kindy Creative

Pre Primary

- \$135 per class per term
- \$275 package per term (ballet, jazz, tap, singing)

8U, 10U, 13U, 16U, Open

- \$199 per class per term
- \$450 Advantage package per term (3 classes)
- \$650 Elevate package per term (5 classes)
- \$750 Ultimate (Unlimited) package per term (6+ classes)

Private Lessons

- \$35 +gst (30 minutes)
- \$52.50 +gst (45 minutes)
- \$70 +gst (60 minutes)

Master Classes

- Students aged <16U must be enrolled in a package to do masterclass
- \$250 per term - Students (open) aged 17+ only
- \$149 per term +gst + Advantage Package
- \$149 per term +gst + Elevate Package
- \$80 per term +gst + Ultimate Package

Performance Classes

- Students aged <16U must be enrolled in a package to do performance class
- Students must be enrolled in 2 x ballet + 1 x jazz class weekly
- Students (open) aged 17+ only must be consistently enrolled in ballet and jazz (approved by management)
- Priced as classes (can be included in package)
 1. \$135 per term Pre Primary student
 2. \$149 per term 9U, 11U, 13U, 16U, Open
- \$200 +gst annual fee (non-refundable)

UNIFORMS

- Required for Pre Primary A and above.
- Students in Tiny Tots & Kindy Creative are required to have appropriate footwear.
- Students are to enter classes in the following uniform:
 - <STUDIO> leotard
 - Any mix of <STUDIO> uniform as preferred
 - Leggings
 - Shorts
 - Singlet
 - Crop top
 - Tracksuit jacket
 - Appropriate dance shoes – must be approved by teacher

- Starter kits are available for (input price) from <STUDIO> Dancewear and Costume shop which include:
 - Leotard
 - Polo shirt
 - Dance bag
 - Drink bottle
 - Shoes

HEALTH AND SAFETY

- <STUDIO> is not liable for any personal injury sustained while the student is on site
- <STUDIO> is not responsible for any loss of damage to personal property whilst on the premises
- <STUDIO> endeavours to provide a safe learning environment and has stringent policies and procedures in place to reduce the risk of injury
- However, the nature of dance and performance carries risk of injury and this should be recognised by parents and students

STUDIO RULES

- No food or drink is allowed in the studio – other than bottled water
- No chewing gum is allowed within the business
- All cell phones are to be switched off or turned to silent for the duration of the class
- Students must follow instruction from their teachers at all time

PHOTOGRAPHY/VIDEO

- Photography or videoing of classes is not permitted
- Parents/guardians may take photos of their individual child, however, may not video or take group shots during class without consent from each student's specified parent or guardian - This is due to child protection and privacy regulations
- It is also for the safety and well being of each individual student

CHOREOGRAPHY

- Choreography of all classes and performances remain the intellectual property of <STUDIO> and or our syllabus providers
- Choreography must not be used without prior permission from the studio

PRIVATE LESSONS

- Ask student/parent preferred time
- Contact relevant teacher to see if this is suitable
- Confirm or suggest new time with student/parent
- Confirm with both parties via email
- Mark in schedule to ensure studio space does not get double-booked

EXAMS

- Exam Options:
 - Ballet <STUDIO> Exam (in-school examination not registered through RAD)
 - Ballet RAD Class Award (presentation exam)
 - Ballet RAD examination
 - Jazz <STUDIO> Exam (in-school examination not registered through CSTD)
 - Jazz CSTD examination
 - Tap <STUDIO> Exam (in-school examination not registered through GWT)
 - Tap GWT examination
- Exams held in term 3 and term 4.
- Results available End term 4.

- <STUDIO> has 100% pass rate.
- Participation is NOT compulsory, but is HIGHLY RECOMMENDED.
- Students who choose not to do an exam are still welcome in class and will not be excluded.
- Exams will be held at <STUDIO> studios.
- <STUDIO> holds an additional weekly 'exam extension' class to avoid having the stress and rush of cramming rehearsals during term 3.
- Additional rehearsals will be worked around registered exam students.
- **Did you know?**
Some exams can be used towards additional credits on students' senior certificates at school. The Queensland Curriculum and Assessment Authority (QCAA) has recognised the studies as contributing studies for the Queensland Certificate of Education (QCE).
- **Expenses associated with an exam are:**
 - o Tuition for classes – including additional lessons where required.
 - o Exam Entry Fees
 - o Exam uniform & shoes (<STUDIO> uniform)
 - o Private Lessons (where applicable)
- See age chart for minimum age and level requirements.
- Uniform – see exam information sheet.

PERFORMANCE TROUPE

- Auditions are held in term 4 and term 1
- Students audition to become a member of the team.
- Students must be enrolled at <STUDIO> to participate in the troupes.
- Students are required to enrol in a package to enrol in performance.
- There are age and ability requirements; therefore the teachers select individuals who have displayed a passion for dance as well as talent, maturity and responsibility.
- Our staff is highly qualified and we understand the skill needed to participate in a competition.
- Students whose accounts are not current will not be allowed to collect costume or participate in performances until the account is brought current.

CONCERT

- Held during term 3.
- Rehearsals are held during class time. Some classes may require additional rehearsals – to be advised.
- For venue and dates, see Concert Information file:
 - o Open Google drive>
 - o Admin
 - o Concert . Showcase
 - o Cast Information
 - o Pre-Concert Information (file)
- All students are invited to participate in the concert however it is not compulsory.
- Costumes require deposit paid prior to due date for order.
- Remainder of costume to be paid by due date for collection.
- Costumes cannot be collected without full payment of fees and overdue.
- COSTS INVOLVED:
 - o All <STUDIO> fees must be up to date, including term 3.
 - o Chaperone Fee \$15 (students 17 years and under). Paid in term 2.
 - o Performers will need to acquire costumes and all appropriate shoes and accessories.
- Concert tickets are sold through the theatre and are approximately \$35 - \$50 per person.
- Merchandise available to purchase when paying costume deposit (not compulsory).
- Professional photographs and DVD's, programs, flowers and food are also available to purchase (not compulsory).

BIRTHDAY PARTIES

- Fee of \$200 includes:
 - Up to 15 party guests
 - Additional guests \$10 each.
 - Deposit of \$100 to secure your date. Balance due at party.
- 45 minutes of studio time in your favourite style.
- 45 minutes in the party room, with clean-up included.
- Party games.
- Use of tables and chairs.
- Special party bag for each child.

PROCEEDURE

- Collect deposit with booking sheet.
- Ensure all information is filled in – size, colour, date, etc.
- Check date preferred to ensure there is not another party booking.
- Time – must be 30 minutes between parties for clean up and change over.
- After booking is taken and payment is made, put in IN TRAY
- Put in calendar (with reminder for one week prior)
- ONE WEEK PRIOR
 - Call parent to confirm party date and time.
 - Confirm all details including;
 - Final numbers
 - Colours
 - Style

CODE OF CONDUCT

STUDENTS

- Students are to arrive for class 15 minutes ahead of time
- Students must wear prescribed uniform and present as neat and tidy
- Students are to show respect towards their teachers and follow instructions
- Students are to refrain from touching the stereo or any other equipment
- Any belongings are to be left at the back of the studio
- Anything missed will be collected and put in the lost property
- <STUDIO> maintains the right to dismiss or suspend any student who severely damages property or causes disruptions in class of a severe nature. This decision is at the discretion of the Director

PARENTS AND GUARDIANS

- Ensure students are punctual and arrive for class on time
- Students are to be collected straight after class – we are not a childcare facility
- There is no access to a phone unless it is an emergency
- Parents/Guardians are encouraged to keep up to date via our noticeboard, newsletter or Facebook page
- Visiting children (not students) are to be supervised at all times
- Please respect our office hours
- Outside of office hours, please leave a voice message or send an email

TO BE AVAILABLE ON WEBSITE / ENROLMENT LINK

CONFIRMATION

CLASS ENROLMENT AT <STUDIO> PTY LTD IS CONFIRMED BY COMPLETING ALL SECTIONS OF THE ENROLMENT FORM, TERMS & CONDITIONS AND FORWARDING TO <STUDIO> PTY LTD ALONG WITH PAYMENT FOR A MINIMUM OF ONE FULL TERM (ADMIN@<STUDIO>.NET.AU).

PAYMENT

FEES ARE CHARGED PER SCHOOL TERM (4 TERMS PER YEAR). FAMILIES WITH 2 OR MORE STUDENTS ENROLLED WILL RECEIVE A 5% DISCOUNT ON TERM FEES IF PAID IN FULL BY THE DUE DATE. ALL FEES FALL DUE DURING THE FIRST WEEK OF EACH SCHOOL TERM, REGARDLESS OF WHERE THE HOLIDAYS FALL. ALL FEES ARE INCLUSIVE OF GST. THERE IS A \$35 ENROLMENT FEE PER YEAR FOR EACH STUDENT ENROLLED OR \$65 FAMILY ENROLMENT FEE PER YEAR, WHICH IS DUE AND PAYABLE UPON ENROLMENT. FULL TERM UP FRONT PAYMENT CAN BE MADE BY CREDIT CARD (VISA OR MASTERCARD, 2% SURCHARGE APPLICABLE) OR CASH OR DIRECT DEBIT AND IS NON REFUNDABLE. PART PAYMENT CAN BE MADE BY DIRECT DEBIT (\$20 TRANSACTION FEE APPLIES TO ALL PART PAYMENTS) AND IS NON REFUNDABLE. FEES RECEIVED AFTER THE DUE DATE ON INVOICE (PRIOR TO TERM END) WILL AUTOMATICALLY INCUR AN OVERDUE FEE OF \$20 (GST INCL.). FEES OUTSTANDING AFTER THE CONCLUSION OF THE TERM WILL AUTOMATICALLY INCUR AN ADDITIONAL FEE OF \$30 (GST INCL.). NO REFUNDS WILL BE GIVEN ONCE THE TERM HAS COMMENCED. FEES ARE NOT REFUNDED FOR MISSED CLASSES, EXAMS, ETC. IN THE EVENT THE CLIENT DOES NOT PROVIDE <STUDIO> PTY LTD WITH FULL PAYMENT BY THE DUE DATE OF INVOICE (PRIOR TO THE COMMENCEMENT OF THE DANCE CLASS), THE STUDENT WILL NOT BE PERMITTED TO PARTICIPATE IN THE DANCE CLASS. FURTHER, THE OUTSTANDING AMOUNT WILL BE REFERRED TO A DEBT COLLECTOR. THE CLIENT IS RESPONSIBLE FOR ALL CHARGES ASSOCIATED WITH THEIR DANCE CLASS AND DEBT RECOVERY.

PART PAYMENT

TO COMMENCE A PART PAYMENT, THE STUDENT (OR THEIR GUARDIAN) MUST COMPLETE AND RETURN A PART PAYMENT REQUEST FORM (AVAILABLE UPON REQUEST) TO <STUDIO> PTY LTD. PART PAYMENTS INCUR A \$20.00 SURCHARGE PER INVOICE. IN THE EVENT A PART PAYMENT IS UNSUCCESSFUL, THE STUDENT (OR THEIR GUARDIAN) MUST PAY THE OUTSTANDING BALANCE WITHIN FIVE (5) DAYS OF THE PAYMENT BEING UNSUCCESSFUL, PLUS ANY OTHER FEES INCURRED (SEE PAYMENT). TO CANCEL A PART PAYMENT, WRITTEN NOTIFICATION IS REQUIRED TO <STUDIO> PTY LTD. THE PART PAYMENT WILL BE CANCELLED EFFECTIVE FROM THE DATE OF RECEIPT OF WRITTEN NOTIFICATION. FAILURE TO CANCEL A PART PAYMENT MAY RESULT IN SCHEDULED PAYMENTS BEING DEBITED FROM THE NOMINATED ACCOUNT.

UPFRONT PAYMENT

UPFRONT TERM PAYMENTS ARE NON REFUNDABLE UNDER ANY CIRCUMSTANCE. AN ACCOUNT CREDIT MAY BE APPLIED AT MANAGEMENT DISCRETION UNDER THE SAME PROVISIONS STIPULATED IN CANCELLATION - MORE THAN 4 WEEKS NOTICE.

ATTENDANCE & LATENESS

WE ARE NOT YOUR AVERAGE DANCE STUDIO AND WE UNDERSTAND THAT YOUNG CHILDREN CAN GET SICK THROUGH THE TERM. STUDENTS ARE ABLE TO MAKE UP MISSED LESSONS PRIOR TO THE END OF EACH TERM IN THE SAME LEVEL OF CLASS AND SAME STYLE OF CLASS. PLEASE NOTIFY THE FRONT DESK STAFF IF YOUR CHILD WILL BE ABSENT. PLEASE NOTE THAT REFUNDS ARE NOT OFFERED FOR MISSED CLASSES AND THAT MAKE UP SESSIONS ARE ONLY AVAILABLE FOR THE TERM IN WHICH YOUR CHILD IS ENROLLED. STUDENT'S WILL BE CHARGED THE FULL AMOUNT FOR DANCE CLASSES IF THEY ARE LATE.

CHANGES TO CLASSES & ENROLMENT

STUDENTS MAY CHANGE (OR ADD) CLASSES AFTER ENROLMENT IN EACH TERM. WRITTEN NOTIFICATION OF INTENTION TO CHANGE MUST BE GIVEN TO <STUDIO> PTY LTD (ADMIN@<STUDIO>.NET.AU). ANY DIFFERENCE IN CLASS FEES MUST BE PAID AT THE TIME OF NOTIFICATION BEFORE THE CHANGE OR ADDED CLASSES WILL BE CONFIRMED. UPON COMMENCEMENT OF WEEK 3 IN EACH TERM AND THEREAFTER, NO CHANGES CAN BE MADE TO A STUDENT'S ENROLMENT WITHOUT PRIOR WRITTEN APPROVAL FROM MANAGEMENT. TERM DATES COINCIDE WITH QUEENSLAND SCHOOL TERM DATES. NO CLASSES WILL BE HELD ON PUBLIC HOLIDAYS. CLASS TIMES ARE SUBJECT TO CHANGE AT THE DISCRETION OF MANAGEMENT.

CLASS DISCOUNTS

DISCOUNT PACKAGES ARE AVAILABLE TO STUDENTS ENROLLED IN 3 OR MORE CLASSES PER WEEK INCLUDING PERFORMANCE TROUPE, HOWEVER, EXCLUDING PRIVATE LESSONS, WORKSHOPS, MASTER CLASSES, DEVELOPMENT CLASSES AND ANY OTHER SPECIALTY CLASSES. CLASS DISCOUNTS WILL BE APPLIED UPON RECEIPT OF ADVANCE PAYMENT OR PART PAYMENT FORM. CLASSES NOT PAID IN ADVANCE WILL NOT BE DISCOUNTED.

CANCELLATION

IN THE REGRETTABLE SITUATION THAT THE STUDENT IS UNABLE TO ATTEND A CLASS FOR THE REMAINDER OF THE TERM AND WISHES TO OBTAIN A CREDIT FOR THE MISSED CLASS, WRITTEN NOTIFICATION IS REQUIRED; THE FOLLOWING CANCELLATION FEES APPLY:

- MORE THAN 7 DAYS NOTICE IN ADVANCE OF CLASS TIME - AN ORIGINAL MEDICAL CERTIFICATE (OR EQUIVALENT PROFESSIONAL PRACTITIONER DOCUMENT WITH PROOF OF INJURY/ILLNESS) MUST BE SUPPLIED TO RECEPTION, SUBJECT TO THIS, <STUDIO> PTY LTD WILL CREDIT THE CLIENT ACCOUNT FOR THE CLASS FEE, SUBJECT TO MANAGEMENT APPROVAL. IN THIS EVENT, TERM FEES WILL CONVERT TO THE CASUAL RATE (\$18 PER CLASS) AND NO DISCOUNT WILL BE INCLUDED. INITIAL NOTIFICATION MAY BE PROVIDED VERBALLY HOWEVER WRITTEN SUPPORTING DOCUMENTATION MUST BE PROVIDED PRIOR TO THE ACCOUNT CREDIT BEING APPLIED. CONSIDERATION MAY BE GIVEN TO STUDENTS OFFERED A PROFESSIONAL PERFORMANCE CONTRACT; SUBJECT TO SUPPORTING DOCUMENTATION, WRITTEN NOTIFICATION AND MANAGEMENT.
- LESS THAN 7 DAYS NOTICE IN ADVANCE OF CLASS TIME - <STUDIO> PTY LTD WILL ABSORB THE FULL CLASS FEE PAID.

CLASS CARDS

STUDENTS ARE REQUIRED TO COLLECT CLASS CARD AT RECEPTION PRIOR TO THE COMMENCEMENT OF EACH CLASS ON EVERY GIVEN DAY OF CLASSES THE STUDENT IS ENROLLED IN.

TEACHERS

<STUDIO> PTY LTD ENGAGES INDUSTRY BASED PROFESSIONALS TO INSTRUCT CLASSES. AT TIMES, SCHEDULED TEACHERS MAY NOT BE AVAILABLE AND AS SUCH AN ALTERNATIVE TEACHER OF EQUAL OR GREATER QUALIFICATION WILL REPLACE THE SCHEDULED TEACHER. DUE TO THE NATURE OF THE ENTERTAINMENT INDUSTRY AND THE HIGH STANDARD OF TEACHERS EMPLOYED AT <STUDIO> PTY LTD, TEACHERS MAY ROTATE AND CHANGE AT THE DISCRETION OF MANAGEMENT.

DUTY OF CARE, SAFETY & CONDUCT

<STUDIO> PTY LTD PROVIDES FOR THE SAFETY AND CARE OF STUDENTS WHILST ON THE PREMISES. <STUDIO> PTY LTD AIMS TO TAKE REASONABLE CARE TO ENSURE THEIR ACTS OF OMISSIONS DO NOT CAUSE REASONABLY FORESEEABLE INJURY TO STUDENTS. STUDENTS ARE RESPONSIBLE FOR THEIR OWN CONDUCT, BEHAVIOUR AND PERSONAL SAFETY WHILST ON THE PREMISES. <STUDIO> PTY LTD DOES NOT ACCEPT RESPONSIBILITY FOR STUDENT'S SAFETY OUTSIDE THE PREMISES. <STUDIO> PTY LTD AND ITS SERVICE PROVIDERS ATTEMPT TO MINIMISE ANY RISK OF PERSONAL INJURY WITHIN PRACTICAL BOUNDARIES, HOWEVER ACCIDENTS DO HAPPEN AND ALL PHYSICAL ACTIVITIES CARRY THE RISK OF PERSONAL INJURY. ALL STUDENTS AND GUARDIANS ACKNOWLEDGE THAT WHILE EVERY CARE AND SAFETY MEASURE WILL BE TAKEN, THERE IS AN INHERENT RISK OF PERSONAL INJURY IN PHYSICAL ACTIVITIES THAT WILL BE UNDERTAKEN AT THE STUDIO/AS PART OF THE PROGRAM AND ACCEPT THAT RISK. SOCIAL MEDIA SLANDER OF ANY KIND WILL NOT BE TOLERATED. THIS INCLUDES FACEBOOK, TWITTER & ANY OTHER INTERNET OR SOCIAL BASED OUTLETS.

DAMAGES

THE SIGNATORY WILL BE FINANCIALLY RESPONSIBLE FOR ANY DAMAGE SUSTAINED TO <STUDIO> PTY LTD'S PROPERTY OR FITTINGS BY THE STUDENT OR THEIR GUARDIAN. MANAGEMENT WILL CHARGE THE SIGNATORY FOR ANY REPAIRS, LABOUR OR REPLACEMENT AS DEEMED NECESSARY.

RESPONSIBILITY

<STUDIO> PTY LTD DOES NOT ACCEPT RESPONSIBILITY FOR THE DAMAGE OR LOSS OF GOODS LEFT ON THE PREMISES PRIOR TO, DURING OR AFTER DANCE CLASSES. THE STUDENT AND THEIR GUARDIAN ARE SOLELY RESPONSIBLE FOR THEIR PERSONAL BELONGINGS & PROPERTY WHILST ON THE PREMISES. THE STUDENT AND THEIR GUARDIAN RELEASE <STUDIO> PTY LTD STAFF, INSTRUCTORS, AGENTS AND DIRECTORS FROM ANY RESPONSIBILITY IN ANY WAY FOR LOSS OR DAMAGE OF ITS PERSONAL BELONGINGS OR PROPERTY. THE STUDENT AND THEIR GUARDIAN SHALL MAKE NO CLAIM ADVERSELY IMPACTING, CAUSING HARDSHIP OR UNDUE STRESS ON <STUDIO> PTY LTD AS A RESULT OF THEIR ACTIONS.

UNFORESEEN CIRCUMSTANCES

IF <STUDIO> PTY LTD IS UNABLE TO COMPLY WITH ANY OF THE PROVISIONS OF THIS AGREEMENT BY VIRTUE OF ANY CESSATION OR INTERRUPTION OF ELECTRICITY OR GAS SUPPLIES, INDUSTRIAL DISPUTES, PLANT OR EQUIPMENT FAILURE, OR ANY OTHER UNFORESEEN CONTINGENCY OR ACCIDENT, <STUDIO> PTY LTD WILL NOT BE LIABLE.

AGE CLASSIFICATION

THE STUDENT MUST ENROL INTO THE AGE BRACKET APPLICABLE TO THE STUDENT'S AGE AS AT THE COMMENCEMENT OF TERM ONE. THE STUDENT IS REQUIRED TO REMAIN WITHIN THEIR AGE BRACKET FOR THE DURATION OF THE YEAR. A STUDENT IS ABLE TO PARTICIPATE IN AN HIGHER AGE BRACKET PROVIDED THE STUDENT IS ALSO UNDERTAKING THE EQUIVALENT CLASS WITHIN THEIR APPLICABLE AGE BRACKET. PARTICIPATION IN AN HIGHER AGE BRACKET IS SUBJECT TO MANAGEMENT APPROVAL.

ADDITIONAL CHARGES

ANY GOODS OR SERVICES PROVIDED ON THE DAY THAT ARE NOT INCLUDED IN THE DANCE CLASS FEE MUST BE PAID FOR AT THE COMPLETION OF THE DANCE CLASS (E.G. DVD, MERCHANDISE).

CONSENT

THE STUDENT AND THEIR GUARDIAN CONSENT TO RELEASE ANY PHOTOS AND VIDEO FOOTAGE OBTAINED OF THE STUDENT WHILST ON THE PREMISES OF <STUDIO> PTY LTD. THE STUDENT AND THEIR GUARDIAN CONSENT TO THE AFOREMENTIONED PHOTOS AND VIDEO FOOTAGE TO BEING USED BY <STUDIO> PTY LTD FOR THE PURPOSE OF ADVERTISING, INCLUDING, BUT NOT LIMITED TO WWW.<STUDIO>.NET.AU, SOCIAL MEDIA AND WWW.YOUTUBE.COM. ANY PHOTOS OR VIDEO FOOTAGE OBTAINED ON THE PREMISES OF <STUDIO> PTY LTD REMAINS THE SOLE PROPERTY OF <STUDIO> PTY LTD.

TEACHERS AND ASSISTANT TEACHERS:

<FOR EMPLOYEES REFER TO INDIVIDUAL CONTRACT AGREEMENTS>

- Please be onsite and ready to teach 15 minutes prior to your class starting – If you are running late, be courteous and notify reception
- A prescribed <STUDIO> uniform is mandatory unless agreed with Kristy
- Cell phones are not to be used at any time during class unless for music use (please turn flight mode on)
- If you are sick or unable to make your class, please be courteous and notify Lauren or Kristy as soon as possible. The day of your scheduled class is not acceptable. As a contractor, you are required to organise a replacement.

1. You are obligated to not repeat or take away from <STUDIO> any confidential information without prior permission from management;
 - 1.1 You are not permitted to give out personal information, including alternate employment*, to students, other sub contractors, or any persons they come into contact with through <STUDIO>;
 - 1.2 Sub contractors are not permitted to receive any personal information from students;
 - 1.3 Sub contractors are not permitted to invite students to events, workshops, or similar, other than approved through management;

**Alternate employment may include teaching at other venues, workshops for other business or events, holding private tuition for a home-based business or alternate venue, or similar.*

2. Be punctual - arrive 10-15 minutes before starting time;
3. Be responsible - if you are unable to work, it is your responsibility to find a replacement teacher of the same or higher level and notify management as soon as possible, but no later than 12 hours before you are due to start. If you are running late for work, please call the <STUDIO> mobile **0413 577 000**.

If you are confirmed for work, we expect you to fulfill your commitment. Only cancel if absolutely necessary or you have a prior arrangement with management. Too many cancelled work hours or late arrivals may result in the termination of work with <STUDIO>;

4. Always show correct etiquette at all times as you are a role model for other students and staff;
5. Always use appropriate language when speaking to all students and parents within and outside of <STUDIO> (be aware that you always represent the <STUDIO> Academy of Performing Arts);
6. At all times, show high standards and morals and at no time compromise your standards;
7. Only teach the students appropriate and non-suggestive content. All content in music selection must be appropriate for the age level (no explicit language or sexual connotation is forbidden). Please check the lyrics prior to playing in your class. If you are unsure, it is usually best not to play that song;
8. Always come prepared to teach. We require each teacher to give a lesson or term plan. Obviously we understand the class may not run to the plan, but it gives us something to show parents / ensure content is being taught to the students;
9. Observe the NON-SMOKING policy of <STUDIO>. There is to be no smoking in or around the premise of <STUDIO>;
10. Do not drink alcohol before or during working hours (including during breaks);
11. Ensure your personal presentation is consistent with the standards of <STUDIO>;
12. Ensure that you will make yourself available – to the best of your ability – for all practices and rehearsals relating to the class that you teach;
13. Ensure that equipment, syllabus, uniforms and badges supplied to you are returned in the same state you received them *immediately* after completing your shift. At no time should syllabus, cds or other <STUDIO> belongings be taken from the <STUDIO> premises. Do not remove any property of <STUDIO> unless told otherwise by management. Do not copy any music or syllabus supplied by <STUDIO>;
14. Any loss or damage to equipment, syllabus, uniforms or badges due to your negligence is your responsibility and you may be charged a replacement fee;
15. All music and class information and ideas remain the intellectual property of <STUDIO> and is licensed to <STUDIO> through the RAD, CSTD, choreographers and other industry companies;
16. Sub contractors are not permitted to teach within a 10km radius of <STUDIO> studios, unless approved through management.

Payment

- Pays are processed on the first Monday of the month;
- Contractors must provide <STUDIO> with current ABN and a Tax Invoice monthly for the work completed. You will need to submit a Tax Invoice for your hours worked prior to pay day, being the **first Monday of the following month**;
- Invoice must include:
 - o Bank account details.
 - o ABN.
 - o Clearly state the hours you have worked and hourly rate (as discussed with management).
 - o Attached timesheet with all entries signed by management / supervisor.
- If your paperwork does not reach Management by the end of each month, we will withhold payment until the following pay date;
- Missed or cancelled classes by sub contractor or student will not be paid for by <STUDIO>, however, a cancellation rate will be negotiated with the student for missed private tuition only (You will not be paid if you do not attend the class that you are to teach).

Important Information regarding Conflict of Interest

- You are representing <STUDIO> and you are not able to give out or receive any personal details or information from students. As with all educational institutions, and in accordance with national teaching laws, it is now unacceptable to accept students as friends less than 18 years on Facebook due to child safety regulations. This is also for your own professional benefit.
- I have read and understand the Terms & Conditions Contract and are committed to upholding all conditions for the remainder of my contract at the <STUDIO> Academy of Performing Arts;
- I understand that I will not be paid until I have signed and dated this contract. If any of these rules are broken by contractor, appropriate action will be implemented and you will no longer be required to teach at the <STUDIO> Academy of Performing Arts.

Teacher Notes

In order to teach at <STUDIO>, we require the following information from you to process your payment.

- | | |
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| <ul style="list-style-type: none">• Australian Business Number (ABN)• Current blue card• Tax Invoice with• Bank Account Details<ul style="list-style-type: none">• Name of Bank• Name of Account• BSB | <ul style="list-style-type: none">• Time Sheet<ul style="list-style-type: none">• Make sure each lesson has been signed by management / supervisor• Fill in during each lesson to ensure start and finish times are correct |
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IMPORTANT INFORMATION ABOUT SUB-CONTRACTORS

A sub-contracting arrangement is a business to business relationship, with the worker providing a service. A sub-contractor:

- Conducts his or her own business, and has an ABN number.
- The sub-contractor tenders an invoice for work performed.
- Has control over the hours worked, in negotiation with the business.
- Can accept and perform work for other businesses while engaged by the hirer and has the right to refuse to do certain jobs due to other commitments.
- Provides a rate for a specific job and provides an invoice with an ABN for the work performed. Please note that by signing the <STUDIO> agreement, sub-contractors are responsible for own tax, superannuation and workers' compensation. This is not on top of the hourly rate.
- Has no entitlement to paid annual, sick or long service leave.
- Supplies their own materials, props, syllabus and equipment.
- Sub-Contractor has the right to delegate the work to someone else of the same level or higher level of qualification and experience if they are unable to work the hours set.