



STUDIO POLICIES & PROCEDURES

Communication

Please email admin@fiercedance.com.au or phone 0447 008 060 Fierce Dance Principal or office prior to classes if you have any questions or concerns. Office hours are Monday, Wednesday and Thursday 9:00am-2:50pm. IF you wish to speak or meet outside of these hours please email to arrange a meeting. Please do not disrupt classes. Please wait in the waiting area for a teacher to become available. Alternatively you can book a meeting with Jasmine via email or phone.

Newsletters and Emails

Email and Social media is our main point of communication throughout the year. Please ensure email addresses are up to date so you don't miss out on communications. Please ensure to read documents thoroughly to provide the best for your child's learning experience.

Parent Watch

For students aged 4+ parents will not be allowed to watch their classes. This ensures students have full focus on their task. It also encourages independence and confidence in the students. Teachers may invite parents to watch or participate on special occasions.

Transition class Age 3-6 – This group can be accompanied by 1 parent/guardian in their class to spectate.

Ages 2-3. – This age group can be accompanied by 1 parent/guardian in their class to spectate/join in.

Class Attire

Appropriate footwear must be worn for the style. Refer to welcome pack.

No specific uniform is required. Please wear comfy clothes you can dance in of your choice. Please no denim as it restricts movement. Hair tied back for acrobatic and ballet classes.

Attendance

Please notify us if your child is not attending class or alternatively mark attendance via the think smart app.

Cancellation of class

If principal cancels a dance class a credit will be held on the system for future make up class your child can attend. A class needs at least 6 students to go ahead.

Registration Fees

\$20.00 for individual

\$50.00 for a family (3 or more students)

Thinksmart App

Accessible via website or downloading app

Company code: 7E8BW5UW

Used for the following:

- Class selection in new term
- Enrolling for new year
- Marking as away
- Changing details

Bank Details

Fierce Group Pty Ltd

Bendigo Bank

Bsb 633 000

Account: 181082934

Payment Options & Terms

Payment Options

- Bank Deposit
- EFT
- Eftpos
- Bankcard and Ezidebit
- Weekly Direct debit via Ezidebit

Direct Debit Terms

- Weekly amount taken out via Ezidebit on Wednesdays
- This needs to be set up prior to due date on invoice
- All bills will be scheduled until the last week of term
- Ezidebit processing fees and late fees apply (Please go to their website to view all their fees and charges)
- Fierce Dance charges a \$5.00 fee for each time payments are rejected by ezidebit.
- Cancel Enrolment: If you wish to terminate enrolment mid-way through the school term you will incur a \$15.00 termination fee per class and class fees each week up until notification of cancellation. If you are enrolled with an Unlimited classes package and you terminate mid-way through the term you will be charged a cancellation fee of \$15 per class and also have to pay for each class per week that you are enrolled into up until notification of cancellation.

Terms of Payment

- All invoices are Due 7 Days from Invoiced date unless set up direct debit.
- Refunds: No refunds! Be sure of the classes you choose. (You can change classes but an amendment fee will apply and if new classes are a longer time length an extra amount will be invoiced for the difference)
- Cancel enrolment: If you terminate enrolment before invoice due date, you will only pay for the classes you have attended in those 7 days.
- Cancel Enrolment: If you wish to terminate enrolment mid-way through the school term you will incur a \$15.00 termination fee per class and class fees each week up until notification of cancellation. If you are enrolled with an Unlimited classes package and you terminate mid-way through the term you will be charged a cancellation fee of \$15 per class and also have to pay for each class per week that you are enrolled into up until notification of cancellation.
- Enrolments automatically roll over each term. If you don't advise us via written form that you are not returning until after the invoice due date your invoice will be adjusted with a \$15 cancellation fee per class and \$1 per day late fee for everyday you haven't advised us as well as class fees, per class, per week, that you are enrolled in.
- Overdue accounts will incur a late fee of \$15.00 after due date and will incur a \$1 late fee every day after until account is paid. If you have not paid or set up a direct debit by 14 days after due date you will not be allowed to attend classes/concert or rehearsals until payment or attempt of payment has been made.

Current students & New Terms

- Enrolling mid-term: Invoices are generated on enrolment. Invoices are pro rata so you are only charged for what classes are left in the term.
- Enrolling before term commencement: Invoices are generated on the Saturday 7 days before term commences.
- Currently enrolled: Invoices are generated and sent out via email on the Saturday 7 days before term commences. Enrolments automatically roll over each term. If you don't wish to continue classes the next term you must advise us via written form (email) before invoices go out for the next term otherwise an invoice will go out and you will incur cancellation fees for cancellation of enrolment after the term commences.
- Current Student Changes: Any changes that need to be made to enrolment for the next term e.g. changing classes or deleting classes, need to be made before invoices are generated or you will be charged with a \$2.00 amendment fee, per amendment.

Studio Rules

- Before and after all classes students are expected to be under parent supervision. Teachers supervision only extends to students in class time.
- If a teacher is to wait for longer than 15 minutes for a child to be picked up you will be invoiced \$2 per minute until the child is collected.
- Students are to remain in the building until parents arrives. This is to ensure their safety!
- Parents are asked to escort their children from and to the car before and after classes if their children are aged 7 and below. Please do not wait in the car and get your child to walk to the car unattended. The car park is very busy and this can be a safety issue.
- No parents are allowed to enter the building unless for ages 2-3 classes.
- Respect to all teachers and students
- No students are to enter dance studios unless accompanied by a teacher. Teachers will say when they are ready for students to enter.
- Students are encouraged to practice at home to improve skills.
- Please bring a water bottle with water only to class and crunch and sip ONLY is allowed. No snacks like popcorn etc is allowed as it is to messy. No gum!
- No friends will be allowed to watch classes or rehearsals.
- No mobile phones during class.
- Students must clean up after themselves and keep their personal belongings/shoes etc in a tidy fashion on the side seating area during classes.
- Please ensure if you think your child has lost an item at dancing they check the lost property basket in the waiting area. Lost property will be cleared at the end of each term and taken to a second hand store as we cannot continually store items.
- Fierce Dance is a smoke free environment.

Members Behaviour Policy

- All students are expected to show consideration and respect to all teachers and other students. This will ensure a happy and pleasant environment for everyone.
- Students need to remember they are a role model for other students and show leadership by setting a good example through their actions and speech.
- All students are responsible for adhering to the rules of the studio.
- Students must be 100% committed.
- Parents will be notified of student behaviour.

Please note: Details must match what you had enrolled with on system

Dismissal from the school

Fierce Dance reserves the right to refuse registration or can terminate enrolment from the school for any individual (student or parent) displaying non-compliance, undesirable behaviour or non-payment of fees within 14 days of the due date. If this situation arises you will be refunded for classes that have not been rendered.

Child Protection

- Fierce Dance is committed to child safety. We support and respect all children, staff and volunteers.
- Fierce dance is committed to providing a safe, happy and empowered environment for everyone. We are committed to providing an environment where all people feel valued and can learn in a supportive environment.
- All and any allegations of child abuse and safety concerns will be treated very seriously. We have a legal responsibility and moral obligation to contact the relevant authorities.
- Anyone with complaints about use of images of students can report their concerns to Fierce Dance principal and these images will be removed.
- Anyone concerned with any inappropriate use of images regarding their child or other students can report their concerns to Fierce Dance Principal and this will be dealt with accordingly.

Bullying

No form of bullying will be tolerated! Any concerns should be discussed with Principal.

Any form of bullying from a student. Parent or staff member will result in instant dismissal from Fierce Dance!

Query and Complaint Procedures

If you need to lodge a complaint about another member of the studio please email admin@fiercedance.com.au.

All complaints and queries will be dealt with promptly, seriously and with sensitivity and remain confidential.

Injury Policy

- Dancing is an activity where injuries can occur.
- Injuries must be reported by and to a teacher. Teachers and Principal will complete Injury Records if an injury occurs.
- Students who are injured must get a clearance report from their doctor to clear them to return to dancing.
- Students must not conduct any acrobatics tricks in the absence of a teacher.
- Fierce Dance is not liable for personal injuries.

Social Media Policy

You must be clear and ensure any info you put on social media is factual and accurate. All information must respect individuals and the studio. You must have permission to film in class the work of other people. Any information you put on social media must not damage the studio in any way, be disrespectful to members or the studio or diminish a members reputation.

Rehearsals and Concert

- No parents are to enter at any time.
- If payment of fees are not up to date students will not be allowed to perform at the concert.
- Please have patience when picking up and dropping off your children. We have many students which we cannot let leave unattended or all at the same time. Drop off/pick up times will be staggered for age groups to make it less congested during these times.
- Students are to bring crunch and sip only at rehearsals and concert.
- If attendance is not 100% to class or rehearsals positions may be replaced.
- You must notify teachers as soon as possible if not participating in any concerts

Code of Conduct Students

Ages 18+ - Students aged 18 and above must not come to classes under the influence of alcohol or drugs or bring alcohol or drugs to the studio. This will result in instant dismissal.

No smoking is allowed at the premises.

Code of Conduct Teachers

- Teachers must work in a healthy and safe manner and encourage others to do the same.
- Teachers must ensure they are not in a state that may endanger their own safety or safety of any other person at Fierce Dance.
- Teachers must follow WHS policies and procedures at all times at Fierce Dance.
- Teachers must report any hazards at the studio as soon as possible.
- Teachers must use all equipment correctly.
- Teachers must reports any incidents or injuries to Principal as soon as possible
- Teachers from time to time will require to give physical contact in the dance environment to correct a student's position of arms, feet or body placement, however this will be appropriate physical contact with no sexual or abusive intention. No Verbal Sexual or abusive conduct will be tolerated.

Picture Waiver

Photos and videos are taken regularly during classes and performances. I give permission for my student to be photographed or videoed in class or in any performances and for these images to be used in advertising or on social media platforms.