

King's Dance Academy Code of Conduct 2020

To ensure the smooth, safe running of King's Dance Academy and an enjoyable experience by all, below you will find our code of conduct -please ensure you agree to and understand these terms and conditions before signing up to King's Dance Academy.

As always we are open to feedback, so if any of the requirements outlined below are unclear or concerning, please give us a call to discuss it further. Following a formal meeting, we do reserve the right to dismiss or take disciplinary action on any students or parents who breach our studio's code of conduct.

We would appreciate parents to ask questions over **email/text/facebook/phone call** so lessons aren't disturbed, unless it's an emergency.

If messages or food/drink/medication needs to be passed on to a student, it must be done through a King's Dance Academy staff member. All parents must wait in the waiting areas until classes have been dismissed (unless a young child is needing parents)

As a school:

- We are unable to take responsibility for our students before or after their scheduled classes and it is the responsibility of the parent to ensure their child is picked up and dropped off on time.
- In the case of an emergency or unavoidable delay, please text Miss King (07947 447056) immediately to inform us of the situation so we can keep your child calm and safe until they can be collected.
- We do not allow students under 14 to leave the building without an accompanying adult.
- We welcome any feedback to help us continue to deliver the best service possible.
- Any questions or complaints must go through Miss King. (Personal meetings with the studio principal can happily be arranged).
- We take no responsibility for any stolen or misplaced property on the studio premises and we encourage our families to avoid bringing valuable items into the studio where possible.
- We reserve the right to change teachers or timetabling when necessary at any time throughout the year – but will always give time to adjust where possible.
- If King's Dance Academy has to cancel a lesson, a make up lesson will be arranged.
- **Parents/guardians please be aware:** Choreography, costuming and studio policies remain the intellectual property of King's Dance Academy and may not be reproduced or sold by any students, parents or staff without permission of the principal.
- Families who do not comply with their fee payment will be charged a late fee, and/or excluded from lessons or performances. External debt collection may occur when fees remain overdue and this will be at the expense of the client.
- .In the rare case of a parent or student showing disrespect or defamation to any parent, staff member or student, a meeting will be called immediately and dismissal may be considered at the discretion of the principal.
- Physical, mental, emotional or cyber bullying by parents, staff or students will not be tolerated and may result in dismissal from the school

- As a dance school, we will hold shows and exams. These are not compulsory but are brilliant experiences for the students. **Please note** that taking part in shows and exams including additional payments and extra dates including extra rehearsals, uniform/costumes, photo dates. Please let us know ASAP if you **do not** wish to be a part of these, but if you have any concerns or queries please contact us as soon as they arise. Please note, if you agree to take part in these events then withdraw, you may have to give payment to things that have already been paid for.

As a parent/guardian you should be aware of the following:

You need to hand in the registration form within 1 week of starting at King's Dance Academy so we can ensure we have emergency contact information and relevant medical information.

Agree to pay monthly via direct debit or cash for all classes a family member takes. These monthly payments are over a 12month period as the full amount for 36 classes per year are spread equally over September-August of that school year. (this may differ depending when in the year you start with us).

The payment date is the 1st of the month unless otherwise arranged.

Understand if lesson fees are over one month late (without communication with King's Dance Academy), the student will be taken off the class register and they will lose their place in the class.

Understand you need to give 30 days notice with payment for cancelling lessons, failure to notify King's Dance Academy and not paying the owed fees will result in lesson fees continuing for up to 2 months.

Understand after 2 months without payment or communication King's Dance Academy will contact a debt collection agency to recover the fees and you will be liable for the costs.

If communication is being made but deadlines given are being missed for more than 2 months, the debt will be passed to the debt collection agency.

Understand if a student is absent for 2 months (without communication) but payment is still being made we will cancel the Direct Debit and student will be removed from the class registers.

Understand that all absences have to be paid for.

Understand photos or videos taken backstage from performances or rehearsals may NOT be posted online.

Understand I should not post photographs/ videos that feature King's Dance Academy dancers other than my own online without the proven consent of their parent/guardian.

Understand if a pupils attendance goes below 80% per genre they may not be able to take part in shows or exams.

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