



# DPR 2024

# Studio

# Handbook

*We Teach More Than Dance... We Strive to Create Good  
Humans Both Inside & Outside of the Studio!*

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# POLICIES & PROCEDURES

We, here at DPR, are committed to providing a fun, safe and clean environment for all students, family and staff.

- We ask all who enter our studio follow and respect our values and ethics that we declare as fundamental guidelines below.

ALL staff have been trained and instructed to enforce these policies and procedures.

## **STUDIO RULES:**

- There is to be no running or dancing in both the driveway or inside the community centre.
- Siblings must be supervised by their parent/guardian at all times.
- No jumping on the benches or chairs.
- Quiet in the studio area, toilet and corridors at all times – noise travels.
- Turn up early for class – Lateness disrupts the class
- Students to use toilet before class to eliminate disruptions during class.
- When students enter the class they are not to exit unless permitted.
- Drink bottles are required for class. No steel or glass bottles. A soft cover or plastic bottles are suitable.
- No sharing of drink bottles permitted.
- No chewing gum
- No swearing or screaming.
- Positive calm communication in all the waiting areas at all times.
- We are a smoke free environment so please don't smoke in or around the property
- All mobile phones MUST be switched off or on silent whilst in class.
- Students are responsible for their own property. We will not be responsible for lost or stolen items.
- All students must remain inside the studio until they are collected by their parents or responsible adult. This is for their safety and all students must abide by it.
- No video or photos during class. This is to protect our students from possible court orders or other personal matters that are outside of our control

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# POLICIES & PROCEDURES

- **BEHAVIOUR:**

At DPR we do not allow swearing, indecent or disrespectful language, defamatory comments, or disrespectful or indecent conduct from students, Parents/Guardians, family members or visitors.

All students are expected to show respect and consideration to all teachers and staff members, and to each other. This is our happy place, lets keep it this way!

Students need to remember they are role models for other students and need to show leadership by setting a great example through actions and speech.

All students need to be responsible for adhering to these policies and procedures of the studio and to bring up any concerns to the appropriate person. Be willing to receive direction and coaching as appropriate.

Parents will be contacted and notified if student behaviours become unacceptable. A plan of action will be discussed to implement new strategies to correct the behaviour. If after a few attempts have been made and the student continues to disrupt learning in the class, the student may be asked to take time out from the studio and return at a future date when it is more suitable.

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# POLICIES & PROCEDURES

## PAYMENT POLICIES

- DPR reserves the right to refuse entry to any student that is not up to date with their fees. We have a strict no pay, no class policy.
- Every student is required to pay a enrolment fee of \$15 per class when they enrol. This fee will be credited on your families invoice .
- By Enrolling your child, you agree to to the Policies outlined in this handbook (and any other conditions written on the form/online)
- Payment of fees are made in full or monthly.
- Term fees cover dance tuition at the studio only. It does not cover for rehearsals etc. All fees are calculated and divided into monthly payments with last payments due in SEPT 2024.
- DPR accepts direct debit via our online portal. ALL online payments MUST be paid ON or PRIOR to the due date.
- All fees are non-refundable and non-transferable. No Credits given. NO EXCEPTIONS.
- It is the responsibility of the parent/student (if over 18yo) provided in the student/parent portal to pay fees and other payments on time.
- If you wish to withdraw from classes at DPR, notice must be given in writing 4 weeks before the withdrawal date. Where notice is given less than 4 weeks before new term commencement, you will be charged for the months tuition from the date of notice. Students may continue to attend classes after notice has been recieved up to your confirmed withdrawal date. Students who pay yearly tuition will not be entitled to a refund of fees.

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# POLICIES & PROCEDURES



## REGISTRATION + FEES POLICIES

### **REGISTRATION**

- All students must complete a registration form before participating in any class/es. This can be accessed at [www.danceperformrepeat.com.au/classes](http://www.danceperformrepeat.com.au/classes)
- Students may not undertake dance training at another dance school in any style offered at Dance Perform Repeat while enrolled at our studio unless discussed with the Director.
- To finalise enrolment, parents/guardians must read and agree to all DPR policies. By submitting your enrolment online, you agree to all terms and conditions set out in these policies by DPR. Failure to read or acknowledge the policies upon enrolment is the fault of the parent or guardian and no refunds will be given for misunderstanding or change of mind.

### **FEES**

- Our fees structure is based on the number of weeks in the term and the number of classes a student takes per week. Full tuition will be posted to your account on the Parent Portal and a statement issued 14 days before fee due dates. Payment plans are set up for each family with payments DUE by the 28th of each month.
- We are unable to give credits or refunds for missed classes. In the event of an extended absence due to illness, lessons can be credited for the following month upon receipt of a doctors certificate. Missed classes due to other scheduled activities or holidays will not be credited or refunded.

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# POLICIES & PROCEDURES

## COMMUNICATION POLICIES

- All communication is to be made via email: [info@danceperformrepeat.com.au](mailto:info@danceperformrepeat.com.au)
- Please keep in mind that our teachers are bound by the above policies and cannot make managerial decisions at any time. If you have any issues then please use the email above so that one of our staff can contact you to discuss the matter further.

## WEBSITE/NEWSLETTER

You can find key dates, studio information and more on the website or the monthly newaletters. We will not be sending any information home with students and our teachers are not able to provide any further information than what is found on the website/newsletters. For any clarification, please email [danceperformrepeat@gmail.com](mailto:danceperformrepeat@gmail.com)

## GRIEVENCES

Our goal is to provide a wonderful dance experience for you and your family. If for some reason you are unhappy than please give us the opportunity to fix it. We would love to hear from you as soon as you have an issue arise.