

# Surfcoast Dance Company

## Policies & Procedures

At Surfcoast Dance Company, we strive for excellence in all areas. We provide a safe, inclusive environment where everyone can share their passion and love of dance. We encourage each individual no matter of their ability. We request everyone involved with Surfcoast Dance Company to demonstrate an eagerness and willingness to uphold our values and vision as outlined below. We hope to foster in our community a lifetime love of dance and the arts.

### Values

Excellence

Creativity

Courage

Respect

Resilience

### Vision

Surfcoast Dance Company is a fun, inclusive environment where everyone can share their passion and love of dance. We foster each individual's creativity and help develop discipline that can be taken from the studio into all areas of life. We encourage everyone to strive to be their best, while encouraging others around them to do the same.

### Studio Rules

- All students, teachers and members must clean up after themselves.
- Change areas and amenities are to be kept clean and tidy (at TIA, these are shared with the public. Children must always use these amenities in pairs).
- Bags are to be stored to the side of the room, not protruding, to avoid any trips.
- Food is not to be consumed within the dance space unless discussed prior. No chewing gum in the studio.
- Drinks must be in sealed containers only.
- There is to be no running or acrobatics whilst waiting for the previous class to finish.
- Children not attending class must be supervised 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/silent whilst in class.
- Students are responsible for their own property. We will not be responsible for lost or stolen items.
- Please ensure all items of clothing and shoes are clearly labelled.
- Teaching staff will keep lost property, and it will be cleared at the end of every term, so please check lost property regularly.



- Please do not use spray deodorants inside the change area. Please use outside or bring roll on deodorant. Some students are allergic to sprays which can cause breathing problems.
- All students must remain inside the studio until they are collected by their parents or a responsible adult. This is for the safety of all students and must be adhered to.
- Appropriate clothing must be worn over dance uniform to leave the building and no dance shoes may be worn outside.
- No member is permitted to record or take photographs at our studios without permission from the director or teacher.
- By entering the studio, you accept that there may be risks inherent in attending or participating in events or activities held within the venues. Therefore, Surfcoast Dance Company is not responsible for any incidents or accidents that may occur.
- Parents are not permitted to view class unless given special permission. This allows the students to concentrate on their class work.
- We provide an Open week at the last class of each term and an annual concert for parents to see their child's progress and encourage them to attend both of these events. Parents at open days must supervise children not attending class who need to remain seated and all must watch quietly.
- Students are not permitted to bring friends to classes or rehearsals.
- Special dates and information will be emailed to parents in advance, as well as published at the studio. Please keep a record of important studio dates.
- Students will commit to practice on improving their skills especially when exams, competitions or shows/concerts are approaching.
- Consistent practice is required at home each week to achieve and maintain flexibility & skill.

### Safety & Physical Contact

- Students participate in classes at their own risk. Surfcoast Dance Company accepts no liability for any injury that may be incurred while participating in classes or present at Surfcoast Dance Company premises.
- Surfcoast Dance company reserves the right to arrange medical transportation, at the student/parent/guardian's expense, in the event of an emergency.
- The nature of dances classes requires physical student-teacher contact for the purposes of placement and correction of technique and will always be appropriate. All teachers at Surfcoast Dance Company have a current Working with Children Licence.
- Should students be collected from Surfcoast Dance Company by anyone other than a parent/guardian, Surfcoast Dance Company should be notified.
- When students leave Surfcoast Dance Company premises, they are no longer under the care of Surfcoast Dance Company.
- While not participating in class, children remain the responsibility of the parent/guardian. This includes children not participating in class.
- In the event of an evacuation, Surfcoast Dance Company will follow evacuation procedures as per studio protocols.

### Communication

- Email is the primary form of communication at Surfcoast Dance Company .
- Important information and updates are sent regularly via email and often via SMS to parents/guardians.
- It is recommended you add [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com) to your email contacts.
- Should you not be receiving emails from [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com), Junk/Spam email should be checked as email hosting providers will filter emails differently.



- Facebook, Instagram and any other forms of social media are not accepted as a valid method of communication for any administrative purposes (including upcoming absences, general queries, etc.). These should be communicated via email or phone.
- School notices may be posted on Facebook from time to time, however, anything of direct importance to parents/guardians or students will be informed via email.

### Classes & Timetables

- Surfcoast Dance Company will make every effort to ensure consistent teachers; however, occasionally classes may need to be taken by a substitute teacher.
- All classes at Surfcoast Dance Company are closed (only the teachers and students may be in the studio during classes). Exceptions can be made for Preschool students for their first class or two, as we understand students need to settle into their new class and environment.
- All choreography and class work taught in class by Surfcoast Dance Company staff or guest teachers remains the property of Surfcoast Dance Company and may not be used without permission from the studio owner.

### Video & Photography

- Surfcoast Dance Company reserves the right to photograph or video students participating in dance classes or performances at any time for promotional and training purposes. Permission must be sought for any other video/photography.
- Any and all footage supplied to students (e.g., to assist with practice at home) remains the property of Surfcoast Dance Company and is not to be shared with external parties without prior consent.

### Code of Conduct

Please see Code of Conduct provided with enrolment documents. All students, parents/guardians must adhere to the Code of Conduct at all times.

### Child Protection

Surfcoast Dance Company aims to provide a happy and safe environment where children can learn to dance. Surfcoast Dance Company believes children have the right to be safe and secure and free from threat, regardless of gender, ethnicity, disability, sexuality or beliefs. Surfcoast Dance Company will act with integrity, treating children with respect, listening to their concerns and acting upon them. Surfcoast Dance Company Code of Conduct will ensure that students will receive professional tuition from a qualified teacher with appropriate facilities following safe practice. Surfcoast Dance Company will adhere to the following Rules and Guidelines with regards to Photography and Filming:

- Images of Children posted to our website and Facebook/Instagram page will be identified by their first name only.
- To reduce the risk of inappropriate use of images, only images deemed suitable will be used.
- Anyone with any complaints about images posted on our website and face book page can speak to Surfcoast Dance Company Owner, Melinda, and the images will be removed.
- Anyone concerned about inappropriate use of images can report the matter to the Owner and procedures will be followed to report the matter to the appropriate authority.



The Expectations for parents/guardians or spectators who wish to take photographs or film at an event are to avoid inappropriate or intrusive photography. Any child or parent/guardian who has concerns regarding inappropriate or intrusive photography must report their concerns to the Studio Owner who will act in the same manner as they would with any other child protection concern.

### Student/Member Behaviour Policy

- All students are expected to show consideration and respect to all teachers & coaches in the school and also to each other. This will ensure a happy and pleasant environment for everyone.
- All students must conduct themselves with honesty and courtesy and show consideration to all teachers and coaches, fellow students, parents/guardian and staff.
- Students need to remember they are a role model for other students and show leadership by setting an example through their actions and speech. They need to embrace the Surfcoast Dance Company values.
- All students need to take responsibility for adhering to the rules of Surfcoast Dance Company. To bring up concerns with the appropriate person and be willing to receive direction and coaching as appropriate.
- All students need to represent a high level of integrity and avoid gossip, criticism or disparaging comments about fellow students, teachers & coaches or others involved in our studios. Have the willingness to face issues and concerns with maturity and dignity.
- Be committed to giving 100% at all times.
- Parents/guardian will be notified if student behaviour becomes unacceptable.
- When wearing the Surfcoast Dance Company uniform/training gear outside of practice, it is expected that you will uphold our values within the community.

### Uniform Policy

- Uniforms must be worn to all classes (as per Surfcoast Dance Company Uniform Guidelines).
- Correct footwear must be worn at all times. Only dance shoes are to be worn in the studio by students, and dance shoes are not to be worn outside of the studio.
- Garments must be clean and washed without holes in them and appropriate for dance.
- Hair must be worn in a bun for all ballet classes with hair off the face. Hair must be neat and off the face for all other classes.
- No jewellery is to be worn in class. Small ear studs are allowed.

### Enrolment Policy

- To enrol at our studio a parent/guardian and student must read and agree to the policies and procedures set out in this document.
- An enrolment form with photography permission must then be completed and handed to reception. Fees will then be charged accordingly.
- An enrolment fee of \$35 per student will be invoiced upon completion of enrolment form. Please ensure this payment is made within the due date as set out on the invoice.
- We closely follow state school terms, and these dates will be advised well in advance.
- Enrolments for all students roll over automatically between term 2, 3 and 4. If a student is not returning for the next term, Surfcoast Dance Company must be notified in writing by the end of week 1 of term, or they will be invoiced for the whole term.
- Students will be enrolled into suitable classes according to age and experience and this is determined by a qualified dance teacher at Surfcoast Dance Company.



- Enrolment is for an entire term. Cancellation must be made in writing prior to the end of term to [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com) or handed to your child's teacher. No refunds are given for term fees paid in advance. Two weeks' notice of cancellation is required.
- The studio must be contacted if a student will be absent from class for any reason.
- Enrolment information must be updated via [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com) if it changes. This includes your email address and mobile phone numbers.
- Surfcoast Dance Company does not accept enrolment for casual attendances unless a class is specifically advertised as such.
- Surfcoast Dance Company only accepts ONE enrolment contact for each student. Any information, emails, and invoices that need to be passed on to other persons is the responsibility of the ONE enrolment contact.
- The enrolment contact must advise Surfcoast Dance Company of any changes to enrolment information for a student as soon as practicable and in writing via email to [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com) in the first instance.
- Students must not communicate with any Surfcoast Dance Company staff directly regarding enrolment and related matters including absences or fees. All such communication must be directed to the Surfcoast Dance Company office staff at [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com).

### Fee Policy

- All deposits & fees are strictly payable on or before the first class of term by cash, or direct deposit and are non-refundable and non-transferable. If fees remain outstanding after the payment due date (the first Saturday of each term), an administration fee will be charged per account issued. Unless prior arrangements have been made with the owner, continued non-payment of fees will result in students being refused entry to classes until all monies due are paid in full.
- If parents have difficulty paying fees, please email [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com) or hand a note to your child's teacher to discuss financial arrangements prior to due payments.
- No refund or credit is given for missed classes (extreme medical conditions considered). Makeup classes are offered at a similar standard or style if the same class is not available as long as there is space in the class.
- There are no refunds for concert fees once costumes are organised.

### Query & Complaint Procedure

- We appreciate sometimes parents need to talk to teachers about their children but this cannot not be during class time. Please make a time outside class time when the teachers are available, or email [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com) to schedule a time.
- If your query about your child is lengthy or of a private nature please arrange to make an appointment with Melinda & your teacher. Requests can be made in writing to your teacher or by emailing [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com) or phone the studio. Please advise if you need a specific teacher at the meeting.
- If you wish to lodge a complaint about another member of the studio, please email [surfcoastdc@outlook.com](mailto:surfcoastdc@outlook.com).
- 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 to the teacher or coach by the students.



- When an injury occurs at our studio, we will complete an injury record. Depending on the severity of the injury we do expect the parent to take the student to a physiotherapist or appropriate medical practitioner of choice.
- Students who have been injured must present a clearance report from their practitioner stating they are able to return to classes. If the injury is ongoing, we must receive reports regularly so we are aware of the restrictions placed on the student.
- We are not liable for personal injuries.

### Social Media Policy

Please see Social Media Policy provided with enrolment documents. All students, parents/guardians must adhere to the policy guidelines at all times without exception.

### Hot Weather Policy

- Please ensure that students bring their water bottles to all classes, especially in hot weather and bring a small flannel they can wet and use to cool down.
- Classes on hot weather days are adjusted to accommodate the heat.

### Agreeing to Surfcoast Dance Company Policies & Procedures

- All terms & conditions are agreed to when signing enrolment paperwork
- Enrolment will not be processed without the Policies & procedures being agreed to. No exceptions.
- It is the duty of parents and guardians to read the Policies & procedures thoroughly before enrolling.
- Surfcoast Dance Company reserves the right to update these Policies & Procedures at any time.

# Surfcoast Dance Company

## Code of Conduct

All Surfcoast Dance Company activities are approached with professionalism and integrity. We are committed to providing a safe, welcoming and nurturing environment that seeks not only to instil a love of dance in our students, but to develop important life skills in line with our values; excellence, creativity, courage, respect and resilience.

To ensure a happy and positive experience for all involved, it is important that students, parents/guardians, extended friends and family members and staff understand and comply with the below code of conduct.

### Student Etiquette

- Demonstrate respect for teachers, parents, staff & other students at all times.
- Arrive at least 5 minutes prior to your scheduled class. Latecomers may be refused entry, due to risk of injury.
- Present to class in a tidy and well-groomed manner with hair tied back neatly off the face. Ballet buns are required for all ballet classes.
- Dance uniforms and dance shoes must be worn for classes, where specified. School uniform is not appropriate dance attire and therefore not permitted. Teachers may refuse entry to dancers not groomed appropriately.
- Bring a clearly named leak proof bottle of water to every class.
- Attend class regularly unless ill or injured, or in the event of a family emergency.
- Honour prior commitments made to the studio by attending classes, rehearsals, and performances above other social events.
- Serve as a role model to younger dancers at all times, including appropriate language and behaviour.
- Mobile phones should be switched off or on silent mode and are not to be used during class.
- Put rubbish in the bins provided and clean up after yourself.
- Show respect and care for studio equipment and facilities.
- Ask for help if you need it – we are here for you.

### Parent/Guardian/Carer Etiquette

- Demonstrate respect for teachers, students, staff and other parents at all times.
- Take responsibility to read email updates and keep up to date with current activities and important information.
- Ensure siblings are supervised at all times, equipment is treated with care and the waiting areas are left tidy. Where the studio is using a shared space (i.e; TIA/MAC), we cannot allow siblings to run around within the studio as there are too many risks associated.
- Refrain from entering either dance studio unless invited by a teacher.
- Understand and support the Surfcoast Dance Company approach by encouraging children to show commitment and positivity while working to the best of their own ability.

- Refrain from taking photographs or video without permission.
- Respect our approach to establishing and maintaining professional relationships with our students and parents by (1) ensuring all contact is made in person, by phone or email and (2) refraining from direct communication with staff via personal email, text, phone or social media unless on platforms managed directly by Surfcoast Dance Company (e.g. a private Facebook group) or deemed necessary (e.g. re-scheduling a private lesson).
- Raise any concerns with a teacher or staff member by making an appointment.

#### Staff & Volunteers Must Not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children);
- exhibit behaviours with children which may be construed as unnecessarily physical;
- put children at risk of abuse (for example, by locking doors where not necessary);
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes;
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities);
- use inappropriate language in the presence of children;
- express personal views on cultures, race or sexuality in the presence of children;
- discriminate against any child, including but not limited to culture, race, ethnicity or disability;
- have contact with a child or their family outside of our organisation without Surfcoast Dance Company's knowledge and/or consent (for example, no babysitting). Accidental contact (such as seeing people in the street) is appropriate;
- have any online contact with a child or their family (unless necessary, for example in a Facebook Group managed by Surfcoast Dance Company);
- ignore or disregard any suspected or disclosed child abuse.
- **If you believe a child is at immediate risk of abuse, for example being threatened or assaulted at or near Surfcoast Dance Company studios, please phone 000.**

#### Disciplinary Actions

- Inappropriate, disrespectful, or aggressive behaviour by students, parents (including carers or legal guardians), extended friends and family, staff or volunteers will not be tolerated and may result in immediate cancellation of enrolment with no refund or further discussion or immediate termination of employment or contract.
- A breach of this Code of Conduct will result in one written warning. Further breaches may result in immediate cancellation of enrolment with no refund or further discussion or immediate termination of employment or contract.
- Surfcoast Dance Company is a Child Safe environment committed to understanding and abiding by the Victorian Government Child Safe Standards. Information on these standards is available on the Department of Human Services website.
- **For the benefit of all Surfcoast Dance Company families, your cooperation is appreciated.**



# Surfcoast Dance Company

## Social Media Policy

When using ALL forms of Social Media (including but not limited to Facebook, Instagram, Snapchat, Twitter, Tik-Tok) all students, parents/guardians must adhere to this Surfcoast Dance Company Social Media Policy.

- Students and parents/guardians may not photograph, video or record any material in classes without the teacher's permission.
- Where permission has been given to record a class/routine for rehearsal purposes, use of that recording has been authorised for that purpose only and under no circumstances must it be posted on any Social Media platform
- Any and all choreography for eisteddfod Solos, Performance Group dances, annual performances etc., taught by Surfcoast Dance Company staff and guest teachers, remains the property of Surfcoast Dance Company. Should any material be posted to Social Media (in agreement with this policy) credit must be given to Surfcoast Dance Company. This includes footage purchased from eisteddfods and the Surfcoast Dance Company concerts.
- No footage of Surfcoast Dance Company performances are to be shared to social media without permission from Surfcoast Dance Company.
- The recording and airing, sharing, posting, distribution of teachers' routines, is a serious breach of copyright and may result in offenders being asked to withdraw from Surfcoast Dance Company and in some circumstances, legal action may be considered.
- Under NO circumstances are any photos or video footage to be taken in change rooms.
- Children are **not** to be photographed in costume before an event, unless on the day of the event itself.
- Students/Parents/Guardians are not authorised to contact Surfcoast Dance Company staff via Social Media at any time or for any reason. Should a teacher be contacted it is their duty to let the staff of Surfcoast Dance Company know so it can be monitored.
- Social Media is not to be used to communicate attendance, queries or any other administrative information. This must be done through the administration team at Surfcoast Dance Company.
- Bullying/harassment of any kind over social media **will not** be tolerated and may result in termination of a students' enrolment.
- Students, parents/guardians and teachers are not to post any content that may bring Surfcoast Dance Company into disrepute.
- When posting on Social Media, all credits must be given to those relative to the post.
- All posts on Social Media that are Surfcoast Dance Company or dance related must be appropriate and tasteful. Any posts seen on social media that are deemed inappropriate or distasteful will result in the students and parents being notified and the post being taken down of all platforms.
- During Parent/Guardian Viewing Class, parents/guardians have traditionally been allowed to photograph/video their child for family archives. Naturally other students might be filmed in the process. For various reasons, some parents/guardians may not be comfortable with this and may withhold permission for their child to be photographed. Therefore, the following will apply to ALL still photos and video taken during Parent/Guardian Viewing Classes.
  - Photos and video are for your own personal use.
  - Under NO circumstances is any video to be distributed via any means, this includes all forms of Social Media. Photos may only be posted online **after** permission has been

- given by the parents/guardians of **every** child in the photo in writing.
- Please ensure that the Class Teacher also gives permission for their image to be used.
- Failure to abide by all of the above may result in disciplinary action including the termination of a student's enrolment.

# Surfcoast Dance Company

## Uniform Policy

### Tiny Tots (3-4 year olds)

- Energetiks Ballet Shoe Full Sole in Pink
- Bloch Elite Footed Girls Tights in Theatrical Pink
- Studio 7 - Thick Strap Leotard (Premium)- Child in Dusty Pink
- Studio 7 - Premium Full Circle Skirt- Child – in Dusty Pink
- Studio 7 - Premium Cross Over -Child – in Dusty Pink
- Hair pulled back in neat Bun

### Primary/Intermediate (5-11 year olds)

- Energetiks Ballet Shoe Split Sole in Pink
- Bloch Elite Footed Girls Tights in Theatrical Pink
- Studio 7 - Thick Strap Leotard (Premium) - Child in Cornflour Blue
- Studio 7 - Premium Full Circle Skirt- Child – in Cornflour Blue
- Studio 7 - Premium Cross Over - Child – in Cornflour Blue
- Hair pulled back in neat bun
- Jazz/Musical Theatre class – Studio 7 - Thick Strap Leotard (Premium) - Child in Cornflour Blue
- Jazz/Musical Theatre class – Studio 7 Cotton Hot Shorts – in Navy
- Jazz/Musical Theatre class – Energetiks Booties – in Tan

### Seniors (12-14 year olds)

- Energetiks Ballet Shoe Split Sole in Pink
- Bloch Elite Footed Girls Tights in Theatrical Pink
- Studio 7 - Wide Strap Leotard (Premium) - Child – in Cornflour Blue
- Studio 7 - Premium Full Circle Skirt - Child – in Cornflour Blue
- Studio 7 - Premium Cross Over - Child – in Cornflour Blue
- Hair pulled back in neat bun
- Jazz/Musical Theatre class – Studio 7 - Wide Strap Leotard (Premium) - Child – in Cornflour Blue
- Jazz/Musical Theatre class – Studio 7 Cotton Hot Shorts – in Navy
- Jazz/Musical Theatre class – Energetiks Booties – in Tan

### Advanced (14 – 16 year olds)

- Energetiks Ballet Shoe Split Sole in Pink
- Bloch Demi Pointe Shoe (fitted by Geelong Dance Supplies)
- Bloch Elite Footed Girls Tights in Theatrical Pink
- Studio 7 - Camisole Leotard (Premium)- Child/Adult – in Navy
- Studio 7 - Premium Full Circle Skirt - Child – in Navy
- Energetiks - Felicity Shrug -Child – in Navy (or similar) (Not uniform but can be worn in colder seasons while warming up at Barre)
- Hair pulled back in neat bun
- Jazz/Musical Theatre class – Studio 7 - Camisole Leotard (Premium)- Child/Adult – in Navy
- Jazz/Musical Theatre class – Studio 7 Cotton Hot Shorts – in Navy
- Jazz/Musical Theatre class – Energetiks Booties – in Tan

### Boys

- Energetiks Oakley Bike Shorts – in Navy
- Bloch – Cannon Cap Sleeve Boys Leotard – in White
- Bloch – Ballet Socks – in White
- Senior boys – Bloch – Chet Long Full-Length Boys Fitted Tights – in Navy
- Bloch – Prolite Leader Children's Ballet Flat – in Black
- Jazz/Musical Theatre class – Energetiks Booties – in Tan

# Surfcoast Dance Company

## Class fees

<b>Age level</b>			
Tiny Tots	\$15		per 30 minute class
3 - years old			

<b>Age level</b>			
Primary /			
Intermediate	\$18		per 45 minute class
5-11 years old			

<b>Age level</b>			
Seniors /			
Advanced	\$22		per 45 minute class
12 - 16 years old			

<b>Age level</b>			
Adult	\$24		per 60 minute class

**\$35 registration fee per student - this will be invoiced with term fees**

For new students starting part way into a term, fees are calculated on a pro-rata basis. All existing students are required to pay for the full term, even if they have an extended absence due to vacation. Extended absences due to illness/injury will be considered on an individual basis.

**Payment Terms**

All deposits & fees are strictly payable in advance by cash, direct deposit, or EFT and are non-refundable and non-transferable. If fees remain outstanding after the payment due date (the first Saturday of each term), an administration fee will be charged per account issued. Unless prior arrangements have been made with the owner, continued non-payment of fees will result in students being refused entry to classes.

**Changes to Enrolment and Notice of Discontinuation**

Enrolment is considered to be on an annual basis. Notice of discontinuation or changes to enrolment must be made in writing prior to the end of the current term.

**Concert & Exam Fees**

TBA