



Ground Floor, 267 Pacific Highway, North Sydney NSW 2060

Terms and Conditions

Progress Dance and Arts (Progress DNA) is a new age, inclusive dance and arts school that prides itself on creating a welcoming, safe and encouraging space for young artists to develop their talents in the arts, alongside their life skills and confidence. Established 2021.

Services:

ProgressDNA provides the following services for students aged 2 years and up:

Jazz

Ballet (RAD Syllabus)

Hip Hop

Tap

Theatre

SST - Stretch, Stretch, Technique

Commercial

Lyrical

Contemporary

Drama

Company - Invite only classes

Guitar/ Keyboard/ Vocal or Music Theory

Enrolment Terms:

Enrolment is on an annual basis unless otherwise acknowledge by both parties in writing. You can cancel your enrolment at any time by written notice to the office - info@progressdna.com.au

All enrolments are via our ClassManager database, accessed via the 'Join ProgressDNA' page on our website www.progressdna.com.au. All family details are private and only accessible to the director or management staff.

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Uniform:

Every student must have a ProgressDNA uniform ordered within two (2) weeks after enrolling at ProgressDNA. The ProgressDNA uniform shop is online. For details, please visit the uniform page on our website. In absence of uniform items, all clothing items must be black and dance appropriate. Warnings will be sent home for non-uniform or unsafe clothing after two (2) occurrences.

Safe Environment:

ProgressDNA is committed to a safe, welcoming and inclusive environment for staff and students alike. All Staff and Students have a right to work/learn in an environment free from bullying and discrimination, and to be treated with dignity and respect. ProgressDNA will not tolerate any unacceptable or unkind behaviour.

ProgressDNA upholds kindness as a main studio value.

Payment of Fees:

Fees are charged per Term. A 50% deposit is expected by the start of term. 50% remaining tuition is to be payed by week 4 of term. A late fee of 10% will be charged for any fee that is overdue. Invoices will be emailed a week prior to term starting.

A once per year, per family registration fee will be charged at the first family registration per annum. This must be paid prior to the attendance of the students first enrolled class. Additional fees will be charged for Company eisteddfod entries and costumes and Ballet exam entry fees. Private lessons will be charged separately. Solos, Duos and Trios are charged as private lessons.

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Payment of Fees (Cont.)

A non-refundable concert costume fee for all students will be added to your Term 3 invoice. You will need to advise the office in writing if your child will not be participating in our end of year concerts by the start of Term 3 this costume fee. Concert tickets are an additional purchase and will be on sale in term 4.

New students joining mid-term are entitled to a pro-rata on the term fees. Free trial classes are available in most classes, space permitting.

Changes and cancellations to classes must be made via writing to the office at info@progressdna.com.au

Cancellation of enrolment after Week 1 of any term is non-refundable if a student withdraws from classes. Refunds will be made only if ProgressDNA cancels a class.

Refunds will not be given if classes are missed. Account credits may be given for illness, injury or extenuating circumstances for prolonged absences.

In the situation that ProgressDNA cannot run face-to-face classes, we will endeavour to arrange online classes via zoom or similar platforms. No refunds will be issued unless otherwise advised in writing.

ProgressDNA will commence debt recovery through a Debt Collection Agency where an invoice is not paid by the end of the term and no conversation has been entered into. Agency costs will be added to your account.

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Payment Method:

We offer many payment options for the ease of our clients.

- Bank Transfer: All transfers must provide us with receipts via email to accounts@progressdna.com.au or will be invalid
- Debit/Credit Card: either online through the Stripe system, or in studio via our Square payment platform. This incurs a small processing fee, but is also the most simple and sure way that your payment will be processed and registered
- Direct Debit: Through GoCardless. To use this you must enrol through your portal. Payment will be processed 7 days prior to the due date outlined on invoices.
- Active Kids and Creative Kids vouchers are accepted. Only one voucher per student, per term. These are to be submitted via the website 'Active/Creative Kids' page - www.progressdna.com.au

Photography/ videography:

Unless otherwise advised by written notice, ProgressDNA may use photos and videos taken in the studio and for studio purposes for our own marketing and website purposes.

Any client is not permitted to share photos or videos of classes in which you can visibly see other students faces. Please be mindful of our other students online safety and privacy.

It is understood that the end of year performance will be filmed for distribution to family and friends of ProgressDNA.

Attendance:

Regular attendance and punctual arrival for class is expected of all students at ProgressDNA. It is expected that any absence, late arrival or early departure be reported to the office as soon as possible, for the safety of our students. No child under 16 will be permitted to leave the premises unaccompanied at any time unless the office has written permission.

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Communication:

Parents and Students are not permitted to contact any teacher directly via private means including text message, social media and email in reference to studio matters unless otherwise permitted by director. All correspondence must go through the office or an official ProgressDNA means of communication.

Parent Watching:

Parents are not permitted to stay and watch any classes, unless invited otherwise by the director or a staff member. This is for safety and to ensure students remain focused. Please drop your dancer off and pick them up as per their class times. ProgressDNA holds regular performances and viewing days so you can see your artist's progress!

COVID-19:

ProgressDNA is a registered CovidSafe business. All staff, parents and students must adhere to all health and safety protocols. More information on these protocols is available on www.progressdna.com.au

Band App:

Band App is a studio regulated form of communication. It is a child safe way for parents to stay up to date on what their children are learning in class. Videos and photos of classes will be shared in private bands for your artist's classes. Band is made for child safety! Photos and videos including other children are not to be shared to personal social media accounts. All bands will be set to Private and Child Safe mode. Admin's approval will be required to join, and only the admin & co-admins can create a Band/Band Chat. All Band classrooms are monitored by Director and all staff have strict online procedures they must follow as part of ProgressDNA's Child Safe policy and Staff Policy on use of Social Media.

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Band App Communication:

We ask that parents sign up for band on behalf of their children (children won't need their own accounts). Seniors over 13 years old are welcome to create their own account with their parents permission.

We use the Band App to communicate the day to day info that needs to reach our families. The big stuff will still come by email as well (eg: concert info and accounts discussions).

Band allows us to communicate only whats necessary for your child's classes. It is mandatory for all families to have Band and join the ProgressDNA Family band page at minimum. We also advise joining your children's class Bands.

Enrolment assumes you have read and agreed to our Code of Conduct and Terms and Conditions

Please refer to our Child Safe Policy for more details and our Code of Conduct