

## POLICIES AND PROCEDURES

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### 1. Application

It is your responsibility to become familiar with these Policies and Procedures and to adhere to them. Vibe Studios' Terms and Conditions are incorporated into these Policies and Procedures. These Policies and Procedures may be updated from time to time and without notice.

### 2. Communication

2.1 An enrolment form must be completed at the commencement of Vibe Studios' services and at the start of each year. Vibe Studios must be kept informed of any change of details.

2.2 It is your responsibility to ensure you read all Vibe Studios' newsletters, notes, publications, emails, posts made through our communication platform 'Band' and social media, to be kept up to date.

### 3. Term Fees

3.1 Fees are payable by the due date. If fees are not paid by the due date, Vibe Studios may charge penalties and reserves the right to refuse your participation in any classes or performances.

3.2 Term Fees will be charged according to Vibe Studios' rates set out on its website.

3.3 All payments must be made by:

- (a) Cash (correct money in an envelope);
- (b) Cheque (made payable to Vibe Studios);
- (c) Credit/debit card (which incurs a small surcharge payable by you); or
- (d) Payment Plan thru IntegraPay – This is a payment plan set up via a third party called IntegraPay. This replaces the previous regular direct deposit payment plan. Please contact us if you would like to be set up on IntegraPay. Any IntegraPay payments set up on credit card will have additional charges associated.
- (e) Direct deposit to:  
Vibe Studios Pty Ltd  
ANZ Bank  
BSB 013 278 Account no. 3818 11 199  
Reference: (Parents surname and invoice number).

3.4 Families with two or more enrolled students will be entitled to a discount of 5% of Class Fees, subject to the fees being paid by the due date (otherwise the discount is forfeited).

3.5 Vibe Studios may agree to a payment plan thru IntegraPay, on terms given at its discretion. If a payment is missed as a result of insufficient funds being in the nominated account, the fees associated will be on charged to the customer.

3.6 No refunds will be given for any payments, including Term Fees, costume, exam or competition fees or deposits, for any reason.

3.7 It is your responsibility to notify Vibe Studios in writing if you wish to add, cancel or alter classes from term to term. Otherwise, Vibe Studios will continue to invoice you according to the class(es) the student has attended in the prior Term.

### 4. Attendance and Classes

4.1 Students are required to attend all classes for which they are enrolled, unless unwell.

4.2 Classes do not take place on public holidays, or the Monday before the Melbourne Cup Public Holiday.

4.3 Regular term classes do not run during the school holidays. Generally we do offer some classes as a part of our school holiday program and may have some private classes available however this is subject to change and at an additional cost.

4.4 You will not be entitled to any refund of fees due to classes missed for any reason. Vibe Studios may allow make up classes for missed classes.

4.5 Only enrolled students of the class are permitted into the studios. Viewing windows are available.

4.6 You should arrive at least 5-10 minutes prior to your class.

4.7 Students waiting to be collected must wait inside the Vibe Studios' building premises. You should endeavour to collect your child on time and remind your child to wait inside. If you are going to be late, please phone Vibe Studios to advise, so we can make sure your child is aware and does not leave the building.

4.8 Pre-school students:

- (a) Parents/guardians of students who are Munchkins or Tinys must remain on the premises during classes;
- (b) Parents/guardians of all other pre-school children are encouraged to wait in the foyer;
- (c) Parents/guardians are not permitted into the studio during the class but are welcome to use the viewing window. This is so that the students have fewer distractions and can get the most out of their class;
- (d) Parents/guardians must collect their child from inside the studio at the conclusion of the class. Teachers will notify the parents/guardians when they may enter the room; and
- (e) All studios are sibling and pram-free zones.

4.9 Students are not directly supervised outside of class times and accordingly, Vibe Studios takes no responsibility at these times. This includes students who arrive early or are collected late and in between classes.

### 5. Safety, injury prevention and behaviour

5.1 You must inform your teacher prior to commencement of the class of any injury. If any injury is sustained during a class, you must immediately notify your teacher.

5.2 Students must warm up and stretch prior to attending classes and performances.

5.3 It is the student's responsibility to ensure that you follow dance practice instruction by your teacher to avoid injury.

5.4 Students must follow safe dance practice instruction given by their teacher at all times. You are responsible to clearly notify the relevant teacher prior to commencement of a class, if the student has an injury or other medical condition. Some conditions may require medical clearance before recommencing classes.

- 5.5 Students must bring their own bottled water to classes and keep hydrated during classes. No other drinks or food is permitted in classes. Students are welcome to eat in our reception/café area.
- 5.6 Smoking, drugs and alcohol are not permitted on or surrounding Vibe Studios' premises.
- 5.7 Due to government regulations, Vibe Studios will not administer or provide any medication to Students under the age of 18. You agree that Vibe Studios' Personnel may administer basic first aid in the event of a minor injury (such as band aid, icepack). In the event of an emergency, you agree that an ambulance may be called.
- 5.8 Bullying will not be tolerated at Vibe Studios. We pride ourselves on being a friendly and safe environment for all, and any instances of bullying will be treated seriously. If bullying persists, a meeting with all students and parents involved will be held and a plan put in place with consequences, which may include expulsion from Vibe Studios.
- 5.9 Parents/guardians, students and Personnel must treat each other with respect. Yelling or belittling Personnel will not be tolerated.
- 5.10 Parents/guardians and students must trust teachers' and coaches' decisions. Their goal is to help your child to be the best they can be and to do the right thing by their team/class.
- 5.11 No liability will be taken for loss or damage to property, or any physical injury whilst at Vibe Studios.

## **6. Uniform and Costumes**

- 6.1 You will be advised if your child is required to wear a uniform.
- 6.2 Students must wear appropriate footwear and clothing to classes. Denim, skirts, school uniform and socks are not acceptable.
- 6.3 Students' hair should be secured off the face at classes.
- 6.4 You are responsible to purchase the appropriate footwear according to the Class(es) the student attends.
- 6.5 You agree to purchase specific items as required by Vibe Studios from time to time, including but not limited to poms, tights, fishnets, bike shorts, underwear, backless or strapless bra, makeup and hair products.
- 6.6 Parents/guardians are not required to make costumes, but may be asked to glue on rhinestones, sew sequins, elastic or to make minor adjustments.
- 6.7 A costume, for each class the student attends, is required to be worn by the Student for performances. Costumes will be issued only when Term Fees are received in full in term 2 and term 4.
- 6.8 Costume hire fees (as applicable):
  - (a) Troupe classes:
    - (i) Competitive Cheerleaders are required to purchase our current cheer uniform (The exact amount to be advised separately)
    - (ii) Competitive Dancers are required to pay a Costume hire fee for each individual style of class (The exact amount to be advised separately)
  - (b) Tiny, Pre-Primary and Recreational Classes:
    - (i) A Costume hire fee is required for each individual class in both Term 1 and Term 3 (The Exact Amount to be advised separately)
  - (c) For exams, an appropriate costume depending on the exam, to be advised at the time.

- 6.9 Costumes will only be issued when Term Fees and costume fees are paid in full.
- 6.10 Costumes must be returned at the conclusion of the performance for which the costume was required. Failure to return a costume on time will result in a fee, as Vibe Studios spends the days following performances washing and restoring all the costumes.
- 6.11 If any part of a costume is damaged or lost, you will be responsible to reimburse the studio for the cost of repair or replacement.

## **7. Performances**

- 7.1 A concert booklet is emailed in Terms 2 and 4, containing all information regarding upcoming performances. If you do not receive your booklet, please contact us to check your email details. Concert booklets can also be downloaded from Vibe Studios' Website.
- 7.2 Whilst it is not compulsory for students to participate in Events, it is preferred. If a student is not going to participate, please advise in writing Vibe Studios' Personnel as soon as possible, otherwise we will assume all students are performing.
- 7.3 Students involved in any performance are required to attend a dress rehearsal and photo day.
- 7.4 Concert tickets are purchased on a "first in" policy. No tickets will be held or refunded for any reason.
- 7.5 Students must not wear nail polish or any jewellery (including earrings, nose or tongue rings) during class or at performances.

## **8. Exams**

- 8.1 All students are welcome to participate in dance exam classes, though exams are not compulsory.
- 8.2 Other than Tumbling, all "level" classes are exam classes. We suggest that if you have no intention of doing exams, you enrol in a class other than a "level" class (for example, under 7 ballet rather than Level 1 ballet).
- 8.3 If a student wishes to participate in exams, the student must first reach a specific standard for each level. If the student does not look like they will meet the passable standard, we will recommend an action plan and possibly have to postpone their exam until the following year.
- 8.4 Fees for exams will be advised at the time and must be paid prior to the exam.
- 8.5 A uniform is required to be worn for class attendance and the exam.

## **9. Competitions**

- 9.1 If participating in competitions, there will be additional fees including costume, competition entry fees and insurance, payable in advance of the competition.

## **10. Solos**

- 10.1 Students are invited to do a Solo. All soloists must be part of the Shooting Stars program or be in a Hip Hop Troupe.
- 10.2 Students who choose to participate in Solos must represent Vibe Studios at all Solo competitions.
- 10.3 Students must be taught their Solo by a Vibe Studios representative.

**11. Vibe Studios' Website**

- 11.1 The Website Content may be downloaded only for your personal and non-commercial use provided you do not remove any copyright and trademark notices.
- 11.2 Whilst Vibe Studios endeavours to keep all information on its website up to date, it does not guarantee the accuracy of information given. Vibe Studios expressly disclaims any and all warranties, express or implied, that:
  - (a) it is free of software viruses. It is your responsibility to protect your own data whether by virus scanning or other computer security systems;
  - (b) errors and defects will be corrected;
  - (c) the Website Content is complete, true, accurate or non-misleading;
  - (d) the accuracy, reliability, timeliness or otherwise of any information contained or referred to in the Website Content; and
  - (e) information on the Website constitutes advice of any kind.
- 11.3 Vibe Studios has no liability for any costs, loss or damage of any kind arising as a consequence of your access to the Website.

**12. Privacy Policy**

- 12.1 Vibe Studios may collect, process and use your personal information in accordance with its Privacy Policy.
- 12.2 It is your responsibility to read Vibe Studios' Privacy Policy prior to providing Personal Information to Vibe Studios.
- 12.3 You acknowledge and agree that Vibe Studios may use your personal information in accordance with Vibe Studios' Privacy Policy. If you do not wish this to occur, you can notify Vibe Studios accordingly.