

# TERMS OF ENROLMENT

PLEASE READ THROUGH ALL THE BELOW TERMS OF ENROLMENT PRIOR TO COMPLETING YOUR ENROLMENT FORM. UPON ENROLLING YOU AGREE TO ABIDE BY ALL OF THE BELOW.

## PUNCTUALITY

Punctuality is vital, especially for Cupcakes Dance Classes, as lateness can distress some children. Arrive 5 minutes early for class to start the warm-up on time, reducing the risk of injury. Please collect your child on time, and if you're running late, contact the studio so our team can inform your child to avoid any distress. Families who are regularly late to collect their child at the normal 'close of business' will incur a child minding fee.

## GENERAL CLASS ATTENDANCE, MAKEUP LESSONS & CANCELLATION POLICY

Regular attendance is vital for student progression and safety. If your child will miss a class due to illness or other reasons, please notify us in advance via email or phone.

Consistent attendance is essential for skill development and safety. Missing multiple classes can affect technique, which may impact safety. We do not offer refunds or credits for missed classes due to sickness, holidays, or other reasons. Please contact our team for concerns or further clarification. Refunds and credits are not available for classes cancelled which are out of our control (ie. weather, power outages etc).

## ACRO AND COMPETITIVE STREAM ATTENDANCE

For student safety and team progression, Company and Acro classes must maintain a 90% attendance average per term, allowing for a maximum of 1 missed lesson in a 10-week term. Your consistent presence ensures routine familiarity, skill improvement, and team progress. Thank you for understanding the importance of this requirement for your child's safety and development.

## CHILD SAFETY POLICY

At Dance etc, child safety is paramount. We have strict measures in place, such as teachers with valid Working with Children Checks, staff trained in first aid and surveillance cameras in all common areas. We ensure age-appropriate choreography, costumes, and music. For more details or specific questions, reach out to Kate at [admin@danceetcperth.com](mailto:admin@danceetcperth.com). Your child's safety is our top priority.

## PARENTS ETIQUETTE

We welcome parents' feedback and comments, but it's not appropriate to provide them during a lesson. Our teachers often have back-to-back lessons without breaks, so it's important not to engage in lengthy discussions before or after class, as this can disrupt the next lesson's schedule. Instead, please contact our admin team to share your concerns or feedback, and we will relay this to the class teacher and provide a response if requested (refer to FEEDBACK at the bottom of this document).

Please note that parents are not allowed to sit inside the studio and observe the class, except for new Cupcakes Students' first lessons at the teacher's discretion. We have glass doors, large viewing windows, and live stream security for comfortable viewing from the waiting area (for students aged 5 years or younger ONLY). It's essential for parents and spectators watching through the viewing windows to be respectful and not disrupt the students in the class, including refraining from knocking on the windows or making suggestions.

## PARKING AND KISS 'N RIDE

To manage parking during busy times, we have a mandatory Kiss-N-Ride bay in front of the studio. If there are available Dance etc marked parking bays, parents can wait in their cars during class and meet their child before and after.

Students aged 6 and above should follow this rule, with exceptions for special needs, new students, prior approval, or admin needs.

For children aged 5 or under, one parent/guardian must stay on-site. Please wait inside the waiting room for pickup. Parking on the grass is prohibited & we request that patrons park in the 'DANCE ETC' marked car bays on-site only - Thanks for being considerate of our neighbours.

## CONTACTING TEACHERS/ADMIN STAFF/COACHES

Staff cannot private message or email Dance etc customers or students. This policy ensures clear, professional communication and respects personal & professional boundaries. Contact our admin team at [admin@danceetcperth.com](mailto:admin@danceetcperth.com) for questions or concerns. If you want a response from a specific teacher, request it in your email, and we'll respond promptly.



the future  
is bright

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## SPIRIT POLICY & INCLUSION

Dance etc has a Spirit Policy emphasizing inclusivity, equality, and respect. We welcome families of all backgrounds and ethnicities, condemning discrimination in any form. We expect mutual respect among parents, families, students, and staff, celebrating differences and abilities. Our studio spirit policy acknowledges the global history of dance and fosters conversations and continued education on this rich cultural heritage.

## BULLYING & BEHAVIOUR

Dance etc. has a strict anti-bullying policy that applies to all students, parents, and staff. Bullying, in any form, in-person or online, is not tolerated. Non-compliance may lead to automatic enrollment cancellation. Please report any bullying to our team. We reserve the right to revoke the membership of students displaying inappropriate, unsafe, or illegal behavior. Thank you for helping us maintain a safe and friendly dance community for everyone to enjoy.

## LEAVING THE PREMISE

Once students leave Dance etc premises, they are no longer under our care, and any incidents or injuries become the responsibility of the dancer and their family. Students cannot leave the premises during breaks for store visits. Dispose of large rubbish in the Skip Bin to prevent food waste issues. 7-Eleven Slurpies are not allowed inside our premises at anytime.

## FEEDBACK

Dance etc welcomes feedback throughout the year, whether it's positive or negative. We value your input as it helps us improve our services and maintain open communication with parents. Please submit complaints or feedback in writing via email to our Studio Director, Kate Buchan, at [admin@danceetcperth.com](mailto:admin@danceetcperth.com). If you wish to receive a response, please indicate it in your email. We aim to respond within 5 working days, depending on the nature of the complaint. We appreciate your patience in managing complaints privately and confidentially, avoiding third parties or social media, as we aim to find suitable and fair solutions. Thank you for your cooperation and understanding.

## OTHER RULES

- No food or drink is allowed in the studios, except for water (this includes parent spectators)
- Except for families who have students aged 5yrs&Under & families who meet the 'Exceptions' outlined in this doc (under 'parking'), the waiting rooms are for the comfort and use of Dance etc students only (not spectators/parents etc)
- Young siblings using the bathrooms must be accompanied by a parent. Baby change tables and bathrooms must be left clean. Please take soiled nappies with you for disposal offsite after changing your child.
- Chewing gum is not allowed in the studio.
- Mobile phones should be switched off or set to silent during class for both students and parent spectators.
- Spectators in the waiting room must keep noise to a minimum to respect the working area.
- All choreography is the property of Dance etc and should not be used without direct license and agreement. Contact us for any such requests.
- Dance etc reserves the right to refuse or terminate enrollment for breaches of terms and conditions.
- All terms of enrollment must be followed at all times.
- Terms of Enrolment may be updated or changed at anytime. We aim to give 7 days notice of any changes.

**DANCE  
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## CONTACT US

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