



## Code of Conduct

### Our Commitment

Samantha Wood Theatre Academy (the Academy) aims to provide a happy and safe environment in which students are encouraged to identify, unlock and achieve their potential, have fun, build confidence and make new friends. This will be achieved through learning and developing their performance skills, as well as their social, physical, and communication skills; all of which are transferable to all walks of life.

Students learn far better in a secure, orderly and non-disruptive environment. The goal of the Academy's Code of Conduct is to help students, parents and teachers to create an environment that is conducive to teaching and learning, and is fun for everyone.

Our commitment will ensure that students will receive professional tuition from qualified teachers, with appropriate facilities and following safe practice. The Academy will assure that every student's development and performance will be tailored in relation to their age, ability and personal well-being. Soft bones and immature vocal chords must be nurtured appropriately for the long-term growth and development of each individual. The Academy will always provide the correct advice and guidance when selecting routines and musical numbers. This also applies when receiving performance requests from students and/or parents, and it may even mean that a request is refused at that particular point in time, if it is deemed to be unsafe or harbour potential risks to the student. All advice will be purely in the best interest of the student and/or student group. If you have any questions regarding your child's development please do not hesitate to discuss this with us.

Samantha Wood Theatre Academy is committed to safeguarding and promoting the welfare of children and young people and takes its statutory duties and responsibilities very seriously. We fully expect everyone working on behalf of the Academy to share our commitment. The appointment of teachers and chaperones will be subject to satisfactory clearances, including a Disclosure and Barring Service check and teachers will have undertaken emergency and/or paediatric first aid training.

In the case of an accident causing injury, a first aid box with basic supplies is available. For more serious injuries, and dependent upon the extent of the injury, professional medical assistance will be requested either by calling the emergency services or by escorting the injured individual to a place where they can receive treatment. In all cases parents will be informed; in the case of minor injuries parents will be informed at the end of class. When professional medical assistance is required, parents will be informed immediately. Accidents will be recorded and logged.

Bullying and intimidation will not be tolerated and we reserve the right to inform a parent that their child should seek instruction elsewhere if his or her behaviour (or that of the parent or a family member) is disruptive, hurtful or disrespectful. The Academy's rules on this are clear and reasonable and are fairly and consistently implemented.

The Samantha Wood Theatre Academy has public liability and employee liability insurance and is registered with the ICO (Information Commissioner's Office) with regard to data protection and we comply with GDPR requirements. Our privacy policy is available on request.

Our venue owners are responsible for the building maintenance, maintenance of safety appliances such as fire extinguishers, electrical safety, maintenance of toilet and kitchen areas, maintenance of heating systems and general cleaning of the facilities. While the responsibility for risk assessments lie with the building owners, anyone who has concerns about the safety of the building, or is aware of a risk, is to report it to the teacher, who will then inform the relevant persons. A safe, positive and fun-filled learning environment is essential for students and critical to our success and we greatly appreciate your support, and commitment to these principles.



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### Student Code of Conduct

1. **Have lots of fun!** and ensure that you always attend your classes; for your own development and for the sake of other members of your class, who will rely on you when learning and practising routines.
2. You must **arrive at least 5 minutes before class starts** so you do not miss your warm-up and you enjoy the full time allocated to your lesson.
3. **Nothing is impossible** so please come to lessons with a positive attitude and we will help you to fulfil your potential.
4. You must **listen** to your teacher or administrator and **follow directions** when your teacher is teaching. You must **respect** your teacher, fellow students and yourself, at all times.
5. **Pay attention** when other students are performing as they will be expected to pay attention to you. All students need to concentrate and you will also learn a great deal from each other. No chatting, or causing a distraction please.
6. **Do not run around** in the dance room during lesson time.
7. **NO** chewing gum, eating sweets or food, or using mobile phones during lessons. Drinks are allowed for hydration purposes and the teacher will instruct the class accordingly.
8. **Always wear your dance uniform** (see dress code below) and look after costumes and accessories.
9. Students must understand that there is a **zero tolerance behaviour policy**. Students under the age of 18 should ask for assistance from the adults in charge of the class if they are having any problems with another student. Anyone behaving inappropriately towards the teacher, or other students, will be removed from the class and parents will be involved (as appropriate).
10. **Have lots of fun!!**

### Student Dress Code

1. Long hair should always be tied back neatly off the face so that vision is not impaired and fidgeting with wayward strands is prevented. Female ballet students should always wear their hair in a bun or pinned back off the face if shorter hair.
2. No jewellery to be worn to class, (stud earrings are permitted).
3. Specified uniform must be worn. Appropriate Academy uniform/fitted clothing should be worn in lessons so the teacher can see that the students are holding the correct lines and posture. The only exception is Jazz Performance and Technique classes, where students can wear looser fitting clothing (see the Academy uniform list).
4. Appropriate shoes are to be worn during lessons. Please do not wear dance shoes in the street.



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### Parent/Guardian Code of Conduct

1. Academy fees are payable in advance of classes taking place and are due on the first day of each month if paying over 12 months, or the first day of each term if paying by term. Parents can access the fee dates on our website: [www.swtheatreacademy.co.uk/term-dates/](http://www.swtheatreacademy.co.uk/term-dates/) .  
Other costs incurred such as uniform/workshops/rehearsals/costumes/etc. will be invoiced separately – please send an additional payment transfer for these charges.  
When second and successive siblings join the Academy, a sibling discount will be applied to the first class type that they attend. Any further class types will be charged at the normal rate.
2. Our standard method of payment for fees is by standing order. Other payments can be made by bank transfer or Paym. Other options are possible where necessary (please contact us to discuss).
3. There is no remission of fees due to absence.  
When notified in advance, payment will be reduced for events that are out of parents' control (typically, hospital appointments), **otherwise all fees are non-refundable**. Refunds will not be given when adverse weather conditions affect classes; make-up classes or other alternative arrangements will be provided. If a lesson has to be cancelled by the Academy (e.g. if the venue is required to act as a Polling Station) we will re-schedule the class and where this is not possible, we will cancel the fee for that class.
4. Depending upon the potential nature/purpose of private lessons, fees are payable via the same payment options either monthly if a regular class, or on the day of the lesson if it is a one-off occasion.
5. **Unless otherwise agreed in advance, any fees that are not paid by the date indicated on the invoice will be subject to a £10.00 administration charge. Please note, £10.00 will be added to your invoice and it will be re-issued.**
6. Parents who are experiencing any financial challenges that prevent them from meeting the fee payment deadlines should notify the Academy immediately and we will review each case on an individual basis. Non-payment of fees without any form of communication is unacceptable and the Academy will endeavour to recover outstanding fees by informal and/or formal routes if absolutely necessary.
7. **If fees are repeatedly not paid by the date indicated on the invoice and parents have not notified the Academy via email, with a view to discussing an alternative financial arrangement, the Academy will request that you cease to send your child to classes until the outstanding debt is settled.**
8. There is a notice period of 1 month if you/your child should wish to leave the Academy. If you leave mid-term and are paying your fees over 12 equal monthly payments, we will check to see if you have paid enough to cover the number of classes actually taken at the point of leaving the Academy, calculate any outstanding fees/other costs and ask you to settle your account before your final class.
9. On formally joining the Academy all students will be expected to wear the appropriate class uniform. This is important as uniform is a key part of the disciplines associated with classes, and also impacts the image and reputation of the Academy and its members. Uniform can be purchased through the Academy's online dance store: [swt.mydancestore.co.uk](http://swt.mydancestore.co.uk) (you can also find it on our website: [www.swtheatreacademy.co.uk](http://www.swtheatreacademy.co.uk)). T-shirts, vests and hooded sweatshirts that have the Academy's logo printed on them can be purchased directly through the Academy via an email request to [Samanthawoodtheatreacademy@hotmail.com](mailto:Samanthawoodtheatreacademy@hotmail.com) .



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10. A notice period of 4 hours is required if a student cannot attend a private lesson, otherwise the full fee is payable. This will enable us to notify the appropriate teacher and attempt to cancel the venue where the class is held. Understandably, sudden emergencies fall outside of this requirement.
11. The Academy will regularly offer students the opportunity to participate in events such as workshops and summer schools. These will be hosted by us, and often in collaboration with professional theatre performers and/or choreographers. There will be a fee to attend these events and the Academy will aim to keep costs to a minimum. Fees will be invoiced separately and are payable in advance of the events taking place. All aspects of the Codes of Conduct will apply to these events.
12. Children must arrive for their lesson at least 5 minutes before class starts; and in the interest of personal safety and safeguarding they must be picked up on time from inside the building when the class ends. Young children must provide a written note from parents if they are to be allowed to go home alone after class, otherwise they must remain inside until someone collects them. Please note we are not responsible for your child before or after class times.
13. Parents are politely asked to wait for their children outside of the dance studio (except 'Little Stars'). This will enable children to focus on the instruction of their teacher and to concentrate on their performance without any distractions, or feeling self-conscious in the presence of other adults.
14. The Academy recognises that parents want to see how their child/children are progressing and you will be invited to join us in a range of forums throughout the year where students can showcase their skills, e.g. after workshops, informal end-of-term presentations, local festivals, competitions and full shows held in a theatre environment.
15. Parents will be asked if they wish their child to participate in examinations, shows, or other events. Once a commitment to that event has been made (commitment to both attendance and any financial outlay that may be incurred – you will be aware of this in advance), regular attendance to classes and/or rehearsals is imperative in order that pupils can fully learn and 'polish' their routines, understand their role within a group performance, or participate confidently in examinations.

Whilst it is appreciated that absence is sometimes unavoidable, parents are asked to make every effort to ensure their child attends at every opportunity; and if attendance is not at all possible - to make a courtesy telephone call and notify us of the reason. This is especially important for actual performances; if students will not be available to attend at the time of a public performance (dates of performances are published well in advance), please inform us as soon as possible. If we know a student is not going to be available on the day we can plan around this and ensure that s/he still takes a full and active part in the class as it builds up to the performance.

However, someone dropping out in the weeks preceding a performance can have a catastrophic effect on the outcome. More rehearsal dates have to be scheduled to re-block a routine; the morale of students can be impacted; and unfortunately, the full joy potential that the children deserve as a return for their efforts and hard work may not be achieved.
16. Please take good care of the Academy's costumes, accessories, props, etc. and ensure that they are returned when requested.
17. Parents will be expected to pay a set fee for any theatre performances. Payment will be due in advance of the show taking place and will cover the cost of your child's costume and theatre rehearsals. The Academy will endeavour to keep this cost to a minimum and the request for payment will be made well in advance, to enable parents to achieve the payment deadline. The Academy will continue to source costumes at the most competitive prices available at the time and give due consideration to students who take part in multiple performances and require multiple costumes.
18. The Academy is not responsible for any lost property.



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19. Parents are to please respect and follow the advice and direction provided by teachers and be supportive of their decisions. It is far more important to focus on the student's capabilities, efforts and enjoyment and to appreciate that they are participating in the performance to showcase and realise their own ambitions.
20. Photography and filming by parents or students during class and show performances is strictly prohibited. This policy, which aims to safeguard children when in our care, also aims to prevent unsolicited photographs and videos from being posted to social media sites against the wishes of parents. Some parents have expressly requested that their child is not included in any such activity. These requests may range from a simple preference, to legal child protection; and we, at the Academy will do everything within our power, that is practicable and reasonable, to control this activity within our own environment.
21. When registering to become a member of the Academy, parents will be asked to complete and sign the parental consent section of the form, which relates to the use of photographs/video footage. Any parent not wishing to comply with this policy must advise the Academy in writing and further discussion can ensue.  
Please note that parents retain the right to veto their consent, at which point every reasonable effort will be made to withdraw any image used for any of the above purposes. Parents are to make family/friends wishing to photograph or film an Academy event aware of this policy which aims to protect and safeguard all of our students.
22. From time to time the Academy may employ a photographer or videographer to take still images or video footage of events, which will then be made available to parents and students as keepsakes. Parents will always be informed of these occasions and will have the opportunity to decide how this will affect their child(ren), informing us of their wishes in a timely fashion. These images may also be used to advertise the Academy in differing forms of marketing, including appearing on the Samantha Wood Theatre Academy website ([www.swtheatreacademy.co.uk](http://www.swtheatreacademy.co.uk).) and the Samantha Wood Theatre Academy Facebook business page.

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Samantha Wood – Principal and co-owner of the Samantha Wood Theatre Academy

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Sue Wood – Business Manager and co-owner of the Samantha Wood Theatre Academy

**Samantha Wood Theatre Academy**

**Telephone: 07785 787771**

**Website: [www.swtheatreacademy.co.uk](http://www.swtheatreacademy.co.uk)**

**Facebook: <https://www.facebook.com/samanthawoodtheatreacademy/>**

**My Dance Store: [swt.mydancestore.co.uk](http://swt.mydancestore.co.uk)**

