



Code of Conduct and Terms & Conditions

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 ensure 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 adults 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.

Our teachers teach the correct technical aspects of dance and Acrobatic Arts in a safe environment. The very nature of dance classes call for occasions when it is absolutely necessary to have direct physical contact with students, for example when correcting arm and/or body alignment, foot positioning, or providing a supporting hand when students are learning challenging dance and acrobatic moves. Failure to do this will result in students learning incorrect dance positions and body movements; and in the case of acrobatic movements, there would be an increased risk of injury.

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 in an Academy accident book.

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.

Samantha Wood Theatre Academy has public liability and employee liability insurance. The Academy is registered with the ICO (Information Commissioner's Office) reference data protection and we comply with GDPR requirements. Our privacy policy and all other policies are available on our website and when registering with the Academy.

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(s) and **follow directions** when they are 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 and you will also learn a great deal from observing each other. No chatting or causing a potentially dangerous distraction please.
6. **Do not run around** in the dance hall/studio 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 class uniform** (see dress code below) and take good care of costumes and accessories.
9. Students must understand that there is a **zero-tolerance behaviour policy**. Students should ask for assistance from the adult(s) in charge of the class if they are having any problems with another student. Anyone behaving inappropriately towards the teachers, 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. On formally joining the Academy all students will be expected to wear the appropriate, specified 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 (you can also find it on our website: www.swtheatreacademy.co.uk). Academy T-shirts, vests, hooded sweatshirts and competition team uniform items that have our logo printed on them can be purchased directly through the us via an email request to Uniform@swtheatreacademy.co.uk
2. **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. A video is available on request demonstrating how to tie hair up in a bun.
3. **No jewellery** is to be worn to class (stud earrings are permitted). This is to avoid injuries and loss of items.
4. **Appropriate shoes** are to be worn during lessons in accordance with the class uniform requirements. Please do not wear dance shoes in the street.



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Parent/Guardian/Adult Student Terms & Conditions

ONLINE REGISTRATION & THE CUSTOMER PORTAL

The Academy offers an online registration process that is quick and simple to follow. All policies are available during this process and can also be seen in the Customer Portal.

The Customer Portal allows you to log into your own account through your devices and you will be able to view a range of different information relating to the student(s) assigned to you. You will also be able to enter information and notify us of any changes. You will have visibility of the classes that the student is enrolled in and you can also notify teachers of any absences if a student is not going to be attending a specific session/week. You will also have access to your account details, invoices/receipts, account balance and payment information, and be able to select any classes that you would like to trial (a free trial is offered in all class genres except private lessons). There is also a 'Contact Us' section in the Portal.

CLASS FEES & OTHER PAYMENTS

1. All Academy fees are payable in advance of classes taking place and are due on the first day of each month. Parents can opt to pay by term if they wish.
2. Our current standard method of payment for fees is **GoCardless**. This is a direct debit payment scheme which will save you time and further improve the efficiency and effectiveness of our administration systems. This will also help you to see all of your account information in our brand new Customer Portal. After you complete your payment details your payments will be taken automatically each time they are due. For your peace of mind, please note that you will be fully protected by the Direct Debit Guarantee. **GoCardless** will notify you with the amount and date of the direct debit before any funds are taken from your account.
3. 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 they may choose to attend will be charged at the normal rate.
4. Other costs incurred such as uniform / workshops / rehearsals / costumes / etc. will generally be invoiced separately.
5. 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 long-term illness), **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, or teacher illness) we will re-schedule the class and where this is not possible, we will add a credit to your account for the value of the class fee.
6. Depending upon the potential nature/purpose of private lessons, fees are payable in the same way as all other classes or on the day of the lesson if it is a one-off occasion.
7. Customers who are experiencing any financial challenges that prevent them from meeting the fee payment deadlines must notify the Academy immediately so we can agree a way forward and if possible, ensure that students are not disadvantaged. If fees are repeatedly not paid by the date indicated on the invoice and parents have not notified the Academy with a view to discussing an alternative financial arrangement, the Academy will request that students cease to attend classes until the outstanding debt is settled. Non-payment of fees without any form of communication is unacceptable and the Academy will endeavour to recover outstanding fees by either informal or formal routes if absolutely necessary.
8. Unless otherwise agreed in advance, any fees that are not paid by the date indicated on the invoice may be subject to a £10.00 administration charge. Please note, £10.00 may be added to the following invoice.



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NOTICE PERIODS

1. There is a notice period of **1 month** should students wish to leave the Academy. A final invoice will be calculated from the day of notification and should be settled before the final class.
2. 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 being held. Understandably, sudden emergencies are beyond your control and are taken into consideration.

TERM DATES

The Academy's term dates can be accessed on our website: <https://swtheatreacademy.co.uk/term-dates/>

ARRIVING/LEAVING CLASS

1. 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. Parents/Guardians must provide permission if their child/ward is 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.
2. Parents are required to wait for their children outside of the dance studio. 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.

SHOWS, COMPETITIONS AND OTHER EVENTS

1. Students will be offered opportunities 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 Academy's Code of Conduct and other policies will apply to these events.
2. 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 where students can showcase their skills, e.g. after workshops, informal end-of-term presentations, local festivals and competitions; as well as our full showcase performances held in a theatre environment.
3. Parents will be asked if students wish to participate in examinations, shows, or other events as appropriate. Once a commitment to that event has been made, regular attendance to classes and/or rehearsals is imperative in order that students can fully learn and 'polish' their routines, understand their role within a group or solo performance, or participate confidently in examinations. (Commitment relates to both attendance and any financial outlay that may be incurred – you will be made aware of all details well in advance).

Whilst it is appreciated that absence is sometimes unavoidable, parents are asked to make every effort to ensure that students attend at every opportunity and if attendance is not at all possible, to make a courtesy telephone call or complete the absence section in your Customer Portal account 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, a student dropping out in the weeks and days 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 the other students is often impacted and unfortunately, the full joy potential that students deserve as a return for their efforts and hard work may not be achieved.



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4. Parents will be expected to pay a set fee for any theatre performances and competition entry fees. Payment will be due by a set deadline in advance of the event taking place and will cover the cost of costumes and theatre rehearsals. The Academy will endeavour to keep all costs to an absolute 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.
5. Please take good care of the Academy's costumes, accessories, props, etc. and ensure that they are returned in good condition so they can be returned to our wardrobe department and used again in the future.
6. Please label all belongings with the student's name - the Academy is not responsible for any lost property.

CONTENT AND MATERIALS

Parents are to please respect and follow the advice and direction provided by teachers regarding content and materials and be supportive of their decisions. It is extremely important to focus on the student's capabilities, efforts and enjoyment and to appreciate that they are working 'full out' to participate in the performance, showcasing their skills and achievements and realising their own ambitions.

PHOTOGRAPHY & VIDEOGRAPHY

1. When registering to become a member of the Academy, parents/students will be asked to sign the permission section of the online registration process, which relates to the use of photographs/video footage.
2. 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/guardians 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 environments (see SWTA Photography and Filming Policy).
3. From time to time the Academy may employ a photographer or videographer to take professional, still images or video footage of events, which will then be made available to parents and students as keepsakes. 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) and the Samantha Wood Theatre Academy Facebook business page. 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 (see SWTA Photography and Filming Policy).

This document is reviewed and/or revised annually, or if there is a significant change in legislation, or ways of working.

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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

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