



TERMS AND CONDITIONS

UPDATED FEBRUARY 2024

Payment:

1. Class Fees can be paid by weekly layby payments (by giving the teacher cash at the *start* of each lesson) OR the full Term Fee can be paid via invoice request (message the Reflexions Facebook page to request an invoice to pay full amount via bank transfer).

Weekly Layby Payers: If you are absent one week, you will need to pay double the following week to stay up to date with payments and to get Term Fee paid off in time.

Term Fees need to be paid off by Exam Week in order to be able to do exams/receive trophy.

If a Weekly Payer gets more than 3 weeks behind in payments, they will be asked to sit out of class until they get up to date with payments.

Term Fee Payers: This payment method works out to be the cheapest option. An Invoice Request Form is to be filled out by the end of Week 1. A 'Late Invoice Request Fee' is charged if you are requesting one after Week 2. It is necessary to fill out an Invoice Request Form each term (even if you are a regular). The Cheaper Upfront price expires if payment is not received by the end of Week 4.

If you have requested an invoice for Term Fee payment, it is to be paid via bank transfer ONLY, please do not switch to bringing cash to teacher.

Customers that have more than 4 Term Fees to pay can get an extension till Week 8 at the Cheaper Upfront Price, to pay any additional Term Fees (provided that the first 4 Term fees have been paid by Week 4).

2. Term Fees are non-refundable unless the student cannot complete the term due to a medical condition. In this case, a refund will be given for the remaining lessons if a medical certificate is provided. No refunds will be given if withdrawal from class is after Week 14. No refunds for any other reasons.
3. If a Weekly Payer withdraws from class mid-term, payments must be up to date to the week the teacher is notified of withdrawal. So, you must notify your teacher/studio as soon as possible.
4. If you have a debt with us that is passed onto the debt collectors, you will be responsible for paying any extra fees applied in recouping the money owing.

Medical Conditions

5. Teachers/Management are to be notified of any new or existing medical conditions that affect a student (the Enrolment Form provides a space to notify the studio of any existing conditions at time of enrolment).

Drop-offs/Pickups

6. Dancers using Studio 1 are to meet teacher at the front door.
Dancers using Studios 2 & 3 are to meet teacher *inside* the back courtyard.
Ulverstone dancers are to meet teacher in the front foyer.

7. Parents are to wait and supervise their children (Juniors - 12 years and under) until the teacher comes and collects them at start of class.

Parents *must* be waiting/standing in the same spot listed in Rule 5, five minutes prior to the end of class for pickup. Teachers will not let students run to cars, cross roads/or driveways, or meet around the corner etc. Parents are responsible for the safe pickup of their children and for being punctual.

Ulverstone pick-up is from the back door for all classes.

Teachers will wait with students until parents pick them up from these spots, but Late Pickup fees will apply if you are more than 10 minutes late or regularly not there right on time. The teacher may have to take students back up to the studio if not collect in time, so they can continue with their other classes.

8. Junior Students are not permitted to leave class early unless prior parent permission from the parent/guardian has been arranged with the teacher. In this case, the parent needs to pick the student up from *inside* the studio where the teacher can see that they have been collected.
9. Senior Students (13 and over) will not be escorted out/supervised at pickup. The studio must be notified if parents request for a child 13 or over to be supervised.
Please notify studio if a 'Junior Student' that is in a 'Senior Class' requires supervision at pick-up.
10. For safety reasons, students are required to use the traffic lights to cross the road at the Burnie Studio.

Mini Movers/Movement to Music

11. A parent/guardian must accompany dancers to these classes and are responsible for their child at all times (including taking them to the toilet). One parent per dancer only (no extras, except for babies/young siblings who can sit on the parents' lap).
12. Parent/guardian must stay on designated seats and keep chairs where they are. All walkways and stairwells are to be left clear. All spectators to be quiet and respectful of the class in progress.

Parking

13. The studio requests that Reflexions patrons use the metred street parks or the large King Street public car park and walk to the studio. The car park and driveways next to/behind the studio are PRIVATE PROPERTY/CAR PARKS 24/7 and not for Reflexions patrons.

General

14. The dance floors are for dancing only. No running around at start or end of class. No touching mirrors. Bare Feet or Dance Shoes only on dance floors. Dancing in socks is not permitted. Dance shoes are not to be worn outside.
15. Food and drink are not permitted on dance floors. Strictly no chewing gum.
16. Students to wear appropriate attire and footwear, as specified by the teacher for the style of dance they are doing. Hair to be tied back away from face. Hats, scarves, large items of jewellery, heavy jackets, to be removed before the start of class. Items of clothing taken off during class are not to be left on dance floor.
17. Students must ask their teacher permission to leave the room/dance floor to use toilet etc.

18. Students/Parents must always follow the instructions of Staff Members for their own safety.
19. Students are expected to be polite, respectful of the teacher and fellow students, not speak out of turn, and to follow instructions of teachers at all times (in and out of class time).
Breaches of this with results in several steps if the behaviour does not improve:
 1. A warning from teacher.
 2. A warning from management.
 3. Parents notified.
 4. Withdrawal of Performance/Exam.
 5. Withdrawal from studio.
20. Mobile phones/smart devices are not to be used by students during class without permission from their teacher.
21. Furniture in building is not to be moved without permission from the teacher.
22. Strictly no filming /photography of any sort in the dance studios.
Photos of yourself/your children permitted in foyer areas.
23. Reflexions Dance Studio is not responsible for any valuables or personal property left at the studio.
Lost Property will be kept for up to one month before being donated to charity.
24. Dance classes can involve risk of personal injury. While Reflexions takes all reasonable care in the conduct of its activities, it accepts no responsibility for injury or loss caused during participation in the classes/workshops/performances.
25. Anyone who is unwell/has symptoms of any contagious medical conditions should stay away from the studio until recovered.
26. Negative Comments regarding Reflexions in any way should not appear on social media. Any complaints/concerns are to be emailed/messaged or discussed directly with Management.

EXAMS/PERFORMANCES

27. If a student has missed 6 or more lessons in a term, the teacher has the right to withdraw them from participating in Exams/Graduation Concerts.
28. Any participant enrolling to do an exam, does so on the undertaking that the adjudication decision is final. Adjudicators are independent and no discussion will be entered into regarding exams/exam results. Exam groups are determined by the class teacher. No correspondence regarding this will be entered into.
29. Any student sized up for a costume, consents to the ordering of that costume and subsequent purchase. This includes if a student withdraws from the performance, or if the performance does not go ahead for any reason. Costumes must be paid for by the due date. Sizing is the responsibility of the parent/adult student and if incorrect, is to be rectified/paid for by the student/parent.
30. Reflexions Dance Studio uses professional photographers/videographers for still and film footage at Graduations/Concerts. This footage is used for individual purchase by students and may be used for marketing, promotional purposes (including on the Studio's official social media), and the local media. All students participating in a Graduation Concert, by their involvement, give permission to be photographed/filmed and for this footage to be used as described above. Management may also take photos/film footage during class time/backstage at Concerts to be used as described above.