



## 2025 Terms & Conditions

### SCHOOL RULES

- Students should arrive to the studio no earlier than 5-10 minutes before class commencement.
- Students need to be collected immediately after class. Parents running late should inform the office by phone.
- Students not collected immediately after class will wait at the Reception Desk until their parent/carer arrives.
- Class times include up to a 5-minute window for arrivals and dismissals. This means that the first and last few minutes of class involve students being marked on the roll or dismissed to their parents.
- Students in the Pre-Intermediate level and younger should be collected by their parent/carer from reception or the class dismissal point. Students in the Intermediate level and up who have parental permission to walk down to the car park should wait at Reception until their parent/carer arrives in the car park. No student should wait alone in the car park.
- Students are within the responsibility of their parents before and after class. Teacher supervision extends only to students in class.
- Parents should ensure that when they drop off their child, that their child proceeds to class and has their name marked off the roll. Caper cannot be held accountable for students who truant.
- Students having a break between classes should remain in the reception area during that time. Students should not leave the studio premises whilst on a break. This includes visits to Domino's and McDonalds.
- Parents/carers of preschool age students should remain on site for the duration of their child's class.
- Food containing nuts cannot be brought into the studio or to Caper events.
- Parents, students and siblings are not permitted inside the dance studio unless accompanied by Caper staff.
- By entering the premises, visitors accept that risks may exist in attending or participating in the events or activities held in the venue. Caper does not accept any responsibility arising from attendance or participation in an event or activity or the actions or negligence of other persons present.
- Visitors and students/parents are liable for any damages caused to studio property.
- Opportunities to perform at concerts, shows, competitions, exams and similar events are provided to current students. Requests to be included in performances from students who no longer attend classes cannot be met.
- Trophies and similar rewards are provided to current students at the time of distribution. Requests to provide trophies and awards to students who no longer attend classes cannot be met.

### FEE PAYMENTS & CANCELLATIONS

- Families who are eligible to make weekly payments must do so in accordance with the Caper fee policy or they will have the opportunity to pay weekly withdrawn.
- Term fees are not adjusted through credits or refunds to reflect attendance.
- Fee payments must be up to date in order to utilise Caper services. This includes but is not limited to dance classes, the Annual Concert, additional performances, social events and exams.
- Uniforms or costumes will be withheld if fees are outstanding.
- Services may no longer be provided to accounts that are repeatedly late each term.
- Preschool students can be withdrawn from classes within the first three weeks of commencing enrolment and will have the remaining weeks refunded. Payment is required for the first three weeks. This is for the first term of enrolment. If a preschool student withdraws after the first three weeks, families will not be refunded or credited for the remaining weeks in the term.
- Class cancellations must be emailed before the end of the previous term.
- Refunds are not provided for costumes or uniforms.
- Costumes, uniforms and other items purchased will be held for 12-weeks and if not collected will be donated. As these items were made to order or removed from sale they will not be refunded. Families should collect the items purchased within the reasonable 12-week time frame provided. The resources do not exist to hold purchased items indefinitely.

### COMMUNICATION

- To ensure the safety and well-being of our students and staff, it is not permitted for students or their parents to engage in direct, personal communication with Caper employees, teachers, or contractors through social media, email, phone, or other private channels. This policy helps maintain transparency, avoid potential conflicts of interest, and prevent concerns about favouritism or inappropriate behaviour, including grooming tactics.
- If advice or feedback from a teacher is sought, it is appropriate to contact the Caper office to arrange appropriate communication options. Teachers should not be disrupted during class, student arrivals and student dismissals as their attention needs to be with the students.

### IMAGE CONSENT

Students may be photographed or filmed during classes or events. These images could be used for promotional purposes. Parental permission is assumed unless otherwise advised.