



POLICIES AND PROCEDURES

We, the dancers, and staff of Rainbow Line Dancers Dance Studios are a vibrant community of people who have a high regard for each other, the art of dance and the respectability and value of the work we do. All who participate are requested to demonstrate the willingness to be held accountable to uphold the values and ethics we declare as the fundamental guidelines stated below. In all of our endeavours to learn, perform and compete as an expression of our love of dance, we show respect to the students, parents and staff of Rainbow Line Dancing and all of the wider dance community, including our competition. As dancers & athletes we consider it a privilege to participate in a community for the performing art of dance exemplifying the values of integrity, character, leadership, responsibility, and professionalism.

For our dancers we wish to foster a lifetime love of dance with team spirit and perseverance for all.

Studio Rules

- All members must clean up after themselves. Toilet change areas and amenities are to be kept clean and tidy. Bags are to be stored off the dance floor and under wall seating. Food is only to be consumed in the kitchen and entrance area.
- There is to be no running or acrobatics in waiting areas. Siblings must always be supervised.
- We are a smoke free environment so please do not smoke on the property.
- There is to be no gum or foods on the dance floor. Drinks must be in sealed containers only.

- No food or drink (excluding water) in a sealed container is allowed into the studios. This includes all visitors.
- All mobile phones must be switched off whilst in class.
- Students are responsible for their own property. We will not be responsible for lost or stolen items.
- Please do not use spray deodorants inside the dance or change area. Please use outside or bring roll on deodorant. Some students are allergic to sprays which can cause breathing problems.
- Parking must only be in the bays provided inside the car park. Do not park in the staff car parks or disabled car park.
- No member is permitted to record or take photographs at our studios without permission from the director or teacher/coach.
- Visitors can view classes and must refrain from chatting or distracting the students - this allows the students to concentrate on their class work.
- Siblings must remain seated and all must watch quietly.
- Students are permitted to bring friends to classes or rehearsals.
- Communication and notice boards must be checked regularly and check the website regularly for updates and information.
- Students need to practice for improving their skills especially when exams, competitions or shows are approaching.
- Private lessons are offered at a private venue.
- Consistent practice is required at home each week to achieve and maintain flexibility.

Members Behaviour Policy

- All students are expected to show consideration and respect to all teachers & coaches in the school and to each other. This will ensure a happy and pleasant environment for everyone.
- All students must conduct themselves with honesty and courtesy and show consideration to all teachers and coaches, fellow students, parents, and staff.
- Students need to remember they are a role model for other students and show leadership by setting an example through

their actions and speech. They need to embrace the dance family rules.

- All students need to take responsibility for adhering to the rules of our studios. To bring up concerns with the appropriate person and be willing to receive direction and coaching as appropriate.
- All students need to represent a high level of integrity and avoid gossip, criticism or disparaging comments about fellow students, teachers & coaches or others involved in our studios. Have the willingness to face issues and concerns with maturity and dignity.
- Always be committed to giving 100%.
- Students will be notified if their behaviour becomes unacceptable.

Uniform Policy

- Comfortable loose clothing to be worn for all classes.
- Correct footwear must always be worn. Only dance shoes are to be worn in the studios by students.
- No loose hanging jewellery is to be worn in class at all. These could hook onto others and cause injuries.

Enrolment Policy

- To enrol at our studio a student/dancer/parent and guardian must read and agree to our policies and procedures.
- An enrolment indemnity form to be signed before the beginning of joining a class. Fees will then be collected.
- Enrolment is for an entire month/four (4) week term. Cancellation must be made in writing to leonnal@tiscali.co.za or handed to reception. No refunds are given for term fees paid in advance. Two weeks' notice is required.
- The studio must be notified in advance if a student will be absent from class for any reason.
- Enrolment information must be updated at reception if it changes. This includes your email address and mobile phone numbers.

- Due to Covid-19 an identity number and home address is required.

Fees Policy

- Fees are payable on or before the first class of the term/month. If payments are not made in advance or prior to the commencement of class, you will not be able to participate in class until all monies due are paid in full.
- Payments can be made by direct debit or EFT. Cash payments are accepted by reception.
- If students have difficulty paying fees, please email leonnal@tiscali.co.za or hand a note to reception to discuss financial arrangements prior to due payments.
- No refund or credit is given for missed classes (extreme medical conditions considered). Makeup classes are offered at a similar standard or level. Classes are normally available at a nearby venue.

Query & Complaint Procedures

- We appreciate sometimes students need to talk to teachers & coaches about their classes, this may not be during class time. Please make a time outside class time when the teachers & coaches are free.
- If your query is lengthy or of a private nature, please arrange to make an appointment with Leon or your teacher/coach. Requests can be made in writing to reception or by emailing leon@tiscali.co.za or phone your teacher outside class times. Please advise if you need a specific teacher/coach at the meeting.
- If you wish to lodge a complaint about another member of the studio, please email or write to leon@tiscali.co.za.
- All complaints and queries will be dealt with promptly, seriously and with sensitivity and remain confidential.

Injury Policy

- Dancing is an activity where injuries can occur.

- Injuries must be reported to the teacher or coach by the students. This is important to be aware they have hurt themselves.
- When an injury occurs at our studio, we will assist as far as possible. Depending on the severity of the injury we do expect the student to be collected or accompanied to an appropriate medical practitioner of choice.
- Students who have been injured must present a clearance report from their practitioner stating they are able to return to classes. If the injury is ongoing, we must receive reports regularly, so we are aware of the restrictions placed on the student.
- We are not liable for personal injuries.

Social Media Policy

- This is to clearly define our expectations and guidelines for members engaging in social media that relates to its studio or members.
- You must be clear and ensure any information is factual and accurate.
- Any information must respect individuals and the studio.
- Information must not damage in any way the studios or members reputations or bring disrepute.

Stay cool & hydrated

- Please ensure that you bring drinking water in sealable bottles. A small flannel or towel that you can wet and use to cool down is also a good idea.

Disclaimer:

Each person attending a Rainbow Line Dance Lesson does so at their own risk and cannot hold the Teacher or Venue responsible for any injuries, health or medical consequences due to their failure to comply with the above requirements, policies and procedures.

PLEASE indicate your acceptance of these Policies and procedures:

Signature:

Date: