Vibe Studios Pty Ltd (ACN 162 082 064)
5/6, 120 Canterbury Road, Kilsyth South 3137
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POLICIES AND PROCEDURES

1. Application

It is your responsibility to become familiar with these Policies and Procedures and to adhere to them. Vibe Studios' Terms and Conditions are incorporated into these Policies and Procedures. These Policies and Procedures may be updated from time to time and without notice.

2. Communication

2.1 An enrolment form must be completed online at the commencement of Vibe Studios' services and at the start of each year. Vibe Studios must be kept informed of any change of details.

2.2 It is your responsibility to ensure you read all Vibe Studios' newsletters, notes, publications, emails, posts made through our communication platform 'Band' and social media, to be kept up to date.

2.3 At enrolment, the enrolling parent or legal guardian must nominate one person as the Student's Primary Contact and may nominate any additional parents, guardians or caregivers who are authorised to receive routine communications from Vibe Studios.

Vibe Studios will send routine correspondence to the Primary Contact and any additional contacts recorded on the Student's enrolment details. A person who has not been listed as an authorised contact will be referred to the Primary Contact if they ask to receive routine correspondence or be added to the Student's contact details.

The Primary Contact must notify Vibe Studios promptly of any changes and provide copies of any current court orders or other legal documents that affect communication or contact arrangements. This process is subject to any applicable court orders and legal requirements. Vibe Studios may communicate with another person where required by law or necessary to respond to an emergency or meet its child-safety responsibilities.

2.4

Family communication and disputes. Vibe Studios does not act as a mediator or messenger in disputes between parents, guardians or caregivers. Each family is responsible for communicating with one another and providing Vibe Studios with clear and consistent instructions about the Student, subject to any applicable court orders or legal requirements.

If conflicting instructions are received, Vibe Studios may ask the parties to resolve the matter and provide clear written instructions before taking non-urgent action. This does not prevent Vibe Studios from acting where required by law or necessary to protect a Student's safety or wellbeing.

If ongoing disputes result in repeated unreasonable or abusive communications with Vibe Studios' Personnel, or materially disrupt the studio's operations or the wellbeing of Students or staff, Vibe Studios may review the Student's enrolment. Following written notice and an opportunity to address the concerns, Vibe Studios may suspend or terminate the enrolment in accordance with the Terms and Conditions and applicable law.

3. Term Fees

3.1 Fees are payable by the due date. If fees are not paid by the due date, Vibe Studios may charge penalties and reserves the right to refuse your participation in any classes or performances.

3.2 Term Fees will be charged according to Vibe Studios' rates set out on its website.

3.3 All payments must be made by:

(a) Cash

(b) Direct deposit to:
Vibe Studios Pty Ltd
ANZ Bank
BSB 013 278 Account no. 3818 11 199
Reference: (Parents surname and invoice number).

(c) Credit/debit card

(d) Payment Plan thru Square- Please contact us if you would like to be set up on Square

3.4 Families with two or more enrolled students will be entitled to a discount of 5% of Class Fees, subject to the fees being paid by the due date (otherwise the discount is forfeited).

3.5 Vibe Studios may agree to a payment plan thru Square, on terms given at its discretion. If a payment is missed as a result of insufficient funds being in the nominated account, the fees associated will be on charged to the customer.

3.6 No refunds will be given for any payments, including Term Fees, costume, exam or competition fees or deposits, for any reason.

3.7 It is your responsibility to notify Vibe Studios in writing if you wish to add, cancel or alter classes from term to term. Otherwise, Vibe Studios will continue to invoice you according to the class(es) the student has attended in the prior Term.

4. Attendance and Classes

4.1 Students are required to attend all classes for which they are enrolled, unless unwell.

4.2 Classes do not take place on public holidays, or the Monday before the Melbourne Cup Public Holiday.

4.3 Regular term classes do not run during the school holidays. Generally, we do offer some classes as a part of our school holiday program and may have some private classes available however this is subject to change and at an additional cost.

4.4 You will not be entitled to any refund of fees due to classes missed for any reason. Vibe Studios may allow make up classes for missed classes.

4.5 Only enrolled students of the class are permitted into the studios. Viewing windows are available.

4.6 You should arrive at the start time of your class.

4.7 Students waiting to be collected must wait inside the Vibe Studios' building premises. You should endeavour to collect your child on time and remind your child to wait inside. If you are going to be late, please phone Vibe Studios to advise, so we can make sure your child is aware and does not leave the building.

4.8 Pre-school students:

(a) Parents/guardians of students who are Munchkins or Tinys must remain on the premises during classes;

(b) Parents/guardians of all other pre-school children are encouraged to wait in the foyer;

(c) Parents/guardians are not permitted into the studio during the class but are welcome to use the viewing window. This is so that the students have fewer distractions and can get the most out of their class;

(d) All studios are sibling and pram-free zones.

4.9 Students are not directly supervised outside of class times and accordingly, Vibe Studios takes no responsibility at these times. This includes students who arrive early or are collected late and in between classes.

5. Safety, injury prevention and behaviour

5.1 You must inform your teacher prior to commencement of the class of any injury. If any injury is sustained during a class, you must immediately notify your teacher.

5.2 Students must warm up and stretch prior to attending classes and performances.

5.3 It is the student's responsibility to ensure that you follow dance practice instruction by your teacher to avoid injury.

5.4 Students must follow safe dance practice instruction given by their teacher at all times. You are responsible to clearly notify the relevant teacher prior to commencement of a class, if the student has an injury or other medical condition. Some conditions may require medical clearance before recommencing classes.

5.5 Students must bring their own bottled water to classes and keep hydrated during classes. No other drinks or food is permitted in classes. Students are welcome to eat in our reception/café area.

5.6 Smoking, drugs and alcohol are not permitted on or surrounding Vibe Studios' premises.

5.7 Due to government regulations, Vibe Studios will not administer or provide any medication to Students under the age of 18. You agree that Vibe Studios' Personnel may administer basic first aid in the event of a minor injury (such as band aid, icepack). In the event of an emergency, you agree that an ambulance may be called.

5.8 Bullying will not be tolerated at Vibe Studios. We pride ourselves on being a friendly and safe environment for all, and any instances of bullying will be treated seriously. If bullying persists, a meeting with all students and parents involved will be held and a plan put in place with consequences, which may include expulsion from Vibe Studios.

5.9 Parents/guardians, students and Personnel must treat each other with respect. Yelling or belittling Personnel will not be tolerated.

5.10 Parents/guardians and students must trust teachers' and coaches' decisions. Their goal is to help your child to be the best they can be and to do the right thing by their team/class.

5.11 No liability will be taken for loss or damage to property, or any physical injury whilst at Vibe Studios.

6. Uniform and Costumes

6.1 You will be advised if your child is required to wear a uniform.

6.2 Students must wear appropriate footwear and clothing to classes. Denim, skirts, school uniform and socks are not acceptable.

6.3 Students' hair should be secured off the face at classes.

6.4 You are responsible to purchase the appropriate footwear according to the Class(es) the student attends.

6.5 You agree to purchase specific items as required by Vibe Studios from time to time, including but not limited to poms, tights, fishnets, bike shorts, underwear, backless or strapless bra, shoelaces, socks, makeup and hair products.

6.6 Parents/guardians are not required to make costumes, but may be asked to glue on rhinestones, sew sequins, elastic or to make minor adjustments.

6.7 A costume, for each class the student attends, is required to be worn by the student for performances. Costumes will be issued only when Term Fees are received in full in term 2 and term 4.

6.8 Costume hire fees (as applicable):

(a) Troupe classes:

(i) Competitive Cheerleaders are required to purchase our current cheer uniform (The exact amount to be advised before enrolment on our fee schedule)

(ii) Competitive Dancers are required to pay a Costume hire fee for each individual style of class
(The exact amount to be advised before enrolment on our fee schedule)

(b) Tiny, Pre-Primary and Recreational Classes:

(i) A Costume hire fee is required for each individual class in both Term 1 and Term 3 (The exact amount to be advised before enrolment on our fee schedule)

(c) For exams, an appropriate costume depending on the exam, to be advised at the time.

6.9 Costumes will only be issued when Term Fees and costume fees are paid in full.

6.10 Costumes must be returned at the conclusion of the performance for which the costume was required. Failure to return a costume on time will result in a fee, as Vibe Studios spends the days following performances washing and restoring all the costumes.

6.11 If any part of a costume is damaged or lost, you will be responsible to reimburse the studio for the cost of repair or replacement.

7. Performances

7.1 A concert booklet is available on the website in Terms 2 and 4, containing all information regarding upcoming performances.

7.2 Whilst it is not compulsory for students to participate in Concerts, it is preferred. If a student is not going to participate, please advise in writing Vibe Studios' Personnel as soon as possible, otherwise we will assume all students are performing.

7.3 Students involved in any performance are required to attend a dress rehearsal and photo day.

7.4 Concert tickets are purchased on a "first in" policy. No tickets will be held or refunded for any reason.

7.5 Students must not wear nail polish or any excessive jewellery (including large earrings, nose or tongue rings) during class or at performances.

8. Exams

8.1 All students are welcome to participate in dance exam classes, though exams are not compulsory.

8.2 Other than Tumbling, all "level" or "grade" classes are exam classes. We suggest that if you have no intention of doing exams, you enrol in a class other than a "level" class (for example, under 7 ballet rather than grade 1 ballet).

8.3 If a student wishes to participate in exams, the student must first reach a specific standard for each level. If the student does not look like they will meet the passable standard, we will recommend an action plan and possibly have to postpone their exam until the following year.

8.4 Fees for exams will be advised at the time and must be paid prior to the exam.

8.5 A uniform is required to be worn for class attendance and the exam.

9. Competitions

9.1 If participating in competitions, there will be additional fees including costume, competition entry fees, admin fees and insurance, payable in advance of the competition.

9.2 Students enrolled in a Vibe Studios competition team must not compete for or represent another dance or cheer studio while they are members of a Vibe Studios competition team.

10. Solos

10.1 Students are invited to do a Solo. All soloists must be part of the Shooting Stars program or be in a Hip Hop Troupe.

10.2 Students who choose to participate in Solos must represent Vibe Studios at all Solo competitions.

10.3 Students must be taught their Solo by a Vibe Studios representative.

10.4 Students and parents/guardians who attend solo competitions independently as Vibe Studios students are expected to represent the studio respectfully. Parents/guardians must not yell at, belittle or intimidate their own child or any other student about a performance or result. Everyone is expected to treat competitors, judges, officials, coaches and other families with courtesy. Any concerns should be raised calmly and privately, away from the competition environment. Vibe Studios may follow up on reported conduct and take appropriate action under its behaviour policies.

11. Vibe Studios' Website

11.1 The Website Content may be downloaded only for your personal and non-commercial use provided you do not remove any copyright and trademark notices.

11.2 Whilst Vibe Studios endeavours to keep all information on its website up to date, it does not guarantee the accuracy of information given. Vibe Studios expressly disclaims any and all warranties, express or implied, that:

(a) it is free of software viruses. It is your responsibility to protect your own data whether by virus scanning or other computer security systems;

(b) errors and defects will be corrected;

(c) the Website Content is complete, true, accurate or nonmisleading;

(d) the accuracy, reliability, timeliness or otherwise of any information contained or referred to in the Website Content; and

(e) information on the Website constitutes advice of any kind.

11.3 Vibe Studios has no liability for any costs, loss or damage of any kind arising as a consequence of your access to the Website.

12. Privacy Policy

12.1 Vibe Studios may collect, process and use your personal information in accordance with its Privacy Policy.

12.2 It is your responsibility to read Vibe Studios' Privacy Policy prior to providing Personal Information to Vibe Studios.

12.3 You acknowledge and agree that Vibe Studios may use your personal information in accordance with Vibe Studios' Privacy Policy. If you do not wish this to occur, you can notify Vibe Studios accordingly.