

# Planetdance Policies and Procedures

## Recreation & Pre School Classes

### Fees

- Invoices** Invoices will be issued prior to the commencement of each term, with the due date being at the end of week two. Any student who enrolls mid-term will receive their invoice within one week of enrolment and be given a two-week payment term. All invoices will be emailed.
- Payment** Term payments are required. Fees are to be paid for in advance and are non-refundable. Term fees are paid via AUTO PAY or at Reception. Surcharges will apply to all EFTPOS payments and credit card payments. Current surcharge amounts are displayed at Reception. All accounts must be finalised by the due date of each account, or a late fee will be payable. Please be reminded that only with the fulfilment of financial commitments by everyone can Planetdance continue to provide first-class tuition for all students at a competitive price structure.  
Should a payment fail, a dishonour fee will be payable. Auto Pay Terms and Conditions are at the end of this Information Pack.  
Any overdue accounts will be passed onto a debt-collecting agency.  
Planetdance reserves the right to pass on to the client all fees and charges incurred as a result of the recovery process.
- Registration fee** An annual non-refundable registration fee of \$39.00 per student must be paid prior to the first lesson to cover administration costs, intellectual property fees for music & insurance.
- Credits & Refunds** Overhead costs continue regardless of how many students attend classes, therefore, there are no refunds for classes not attended. Credits and refunds will not be issued due to missed classes, illnesses (including COVID), school events or holidays, or if you choose not to return during the term for any reason fees cannot be transferred to another student or family member. In the case of a serious illness of more than 4 weeks, fees may be credited to another term within the current year of enrolment (medical certificate must be presented as proof). Credits will only be applicable during the registered year. Registration fees are non-refundable for any reason.

**Class Changes & Cancellation** If you enrol in a class (any class) during the first three weeks of any term, it will be assumed by the administration that you will be participating in that class for the whole term. You may withdraw from any of your classes or change disciplines within the first two weeks of terms 1, 2 and 3 only. If payment has been made within this time, fees can be credited to another discipline or term. Class cancellations or changes may not occur in Term 4. You must notify the administration in writing of any changes made in the first two weeks. Otherwise, you must wait until the end of the term and therefore are obligated to pay in full that term's tuition (email [info@planetdancemenai.com.au](mailto:info@planetdancemenai.com.au)).

Costume levies paid (if any) for cancelled classes can be credited to class fees of the current registered year provided that they have not been ordered and cancellation has occurred before 27th July 2024. In the event that a client cancels within the first two weeks of either Term 1, 2 or 3 and has an outstanding balance accumulated, Costume Levies already paid will be credited to the outstanding Invoice or balance.

**Late Payment Fees** If anything invoiced is more than 14 days late, a 10% Late Payment Fee will be added to the outstanding balance of the invoiced total. In the event that an invoice is partially paid, the penalty will only be applied to the balance of the invoice. If payment of the Term Invoice has not been received by the 5th week of term, the student may not be admitted into classes.

**Co-Parenting** Where there is a co-parenting arrangement in place, Planetdance is happy to send emails to both parents when both parents are nominated on the registration form; however, we do not manage co-payments. The parent enrolling the student is responsible for payments irrespective of co-parenting agreements. Please ensure all fees are paid when due. Planetdance cannot engage in discussion or written correspondence on behalf of either parent or a third party.

**Students Who Enrol Mid-Term** Students starting mid-term will only be charged for classes remaining in that term. Costume levies are charged from the beginning of the year. Therefore these will be invoiced when enrolling, e.g. if starting in Term 2, you will be invoiced for Term 1, and Term 2 costume levies for each concert class attended.

## Studio Policies

Please read and become familiar with our rules to make sure the best dance experience is possible for your student. Each student's best interest is taken into consideration in all decisions. Please read and discuss this page with your child/children!

**General Etiquette** All students are expected to be well-behaved, courteous, honest, and abide by the rules of Planetdance. Disrespectful, uncooperative, or aggressively competitive attitudes do not have a place at Planetdance. Any parent or student exhibiting these attitudes will be asked to leave. Planetdance expects all students to conduct themselves in a manner that is respectful to others and to themselves. Students will not make comparisons to each other or speak negatively about one another or the instructors.

Attendance	As always, class attendance is of the utmost importance in a student's progress and technical development. However, it becomes critical as the end-of-year concert nears for the student, fellow dancers and the choreography itself. All students performing must attend at least 70% of classes during the last term. If they are injured or a little ill, they should come to class and observe. This will also keep them apprised of the class' progress. If students are too ill or contagious, please do not send them to class; they should rest at home.
Health Of Students	We accept students assuming they are in good health and fitness. It is your responsibility to notify Planetdance of any medical complaint or history suffered by the Student that may prevent the student from engaging in any physical, or active, or passive exercise or routine. A student is only permitted to bring water to classes. No food can be bought into Planetdance classes. Students and staff who are unwell with any respiratory illness or flu-like symptoms should remain at home until all symptoms have disappeared and follow NSW Health's guidelines.
Student & Instructor Interaction	Please be advised that the study of dance involves physical contact. Instructors may need to make hands-on contact to adjust students' alignment and to demonstrate proper motion. Students should inform the faculty of any recent illness, injury, or other condition that may interfere with their class work. All teachers employed at Planetdance have a verified Working With Children's Check-in place.
Communication	Please ensure that you promptly inform us of any change to your contact and address. Planetdance communicates information via email, and as part of your registration, you must have a valid email account. We encourage all families to also be part of the private Facebook page.
Enquiries and Feedback	Parents are not to satisfy their queries with teachers during class time. Please call or email studio administration to discuss your queries or arrange to make an appointment. Reception may answer any uniform/price/general queries you may have. Also, please feel free to e-mail us at <a href="mailto:info@planetdancemenai.com.au">info@planetdancemenai.com.au</a> should you want to comment/suggest or request feedback.
Drop Off & Pick Up	Planetdance is not responsible for students that leave the building unattended. Please pick up students promptly after their class. For the safety of the children, please note that in front of the studio is a no-parking zone. Young children must always be attended to and supervised. Please do not drop your child off early to have the desk, instructor, or another child babysit before or after their class.
Make Up Classes	Make-up classes will be held only if Planetdance cancels a class during the dance year due to an unforeseen event. There are no make-up classes for any school-age students should they miss them for any reason.

Class Etiquette	<p>Be Punctual – Punctuality and regularity are required at Planetdance. No food or drink (except water) in studios, dressing rooms, hallways or bathrooms. Keep food and drinks confined to the hallway areas.</p> <p>No foul language or swearing in class or in the studio. No smoking, e-cigarettes/vapes, alcohol, or drugs are allowed on the premises. Planetdance reserves the right to immediately expel any student found to be using or possessing illegal items on the Planetdance premises or at a Planetdance-organised event such as (but not limited to) concerts, eisteddfods or performances.</p> <p>No mobile phones, toys/distractions in any dance class.</p> <p>Be polite and give full attention to the instructor. It is appreciated when students raise their hands if there is a question or problem and refrain from talking in class(es).</p> <p>Please do not swing on barres or play on acro equipment. They are only to be used for their intended purposes in the appropriate classes when instructed.</p>
General Building Etiquette	<ul style="list-style-type: none"> <li>• No running or sitting on stairs will be permitted. They are exit routes and must be accessible at all times.</li> <li>• The reception area and waiting rooms are not playgrounds. Please keep the noise to a minimum.</li> <li>• Please pick up your own mess and use rubbish bins.</li> <li>• Fighting and violent behaviour are never acceptable at Planetdance.</li> <li>• No parent or child will be allowed behind the reception desk, or in office areas, without an invitation from a staff member.</li> <li>• There will be no access to vacant studio/s unless previous consent by Studio Directors has been obtained.</li> </ul>
Studio Disclaimer	<p>Planetdance reserves the right to remove a student for behaviour problems, excessive lateness, absence or actions deemed inappropriate by the administration. Noncompliance with the above rules and regulations will result in a conference with the director/s. Planetdance reserves the right to refuse service and/or admission. The policies and procedures may be amended at any time without notice. Changes may be posted on the website, on the portal and Facebook. All classes and teachers are subject to change: Planetdance reserves the right to hire a substitute teacher should the need arise.</p>
Email Subscription	<p>Your enrolment includes subscription to the Planetdance, and Ready Set Dance Mail Lists sent periodically via Email.</p>
Personal Risk	<p>When enrolling your children at Planetdance, you need to be aware that certain elements of the program could be physically demanding, and that there are certain inherent physical risks in the activities in which the students may be participating in. While Planetdance and its staff will make every reasonable effort to teach students proper dance technique, the risk associated with these activities cannot be foreseen or may be beyond the control of Planetdance and its staff.</p>
Promotional Material	<p>Children may be photographed or videoed during a class/performance, which may be used as promotional material or on Planetdance’s website or social media. You must notify administration in writing if you object.</p>
CCTV	<p>Child Protection Authorities have approved all teachers and staff. Our premises has a CCTV system so that the teaching environment can be monitored at all times.</p>

# Auto Pay

Auto Pay is our preferred payment method. Registration into Auto Pay is compulsory. However, there will still be other methods of payment available. For more information, read through these FAQs:

Q. Is Auto Pay compulsory?

A. Yes, it will be compulsory for all students to be registered for Auto Pay

Q. Are there alternate payment methods?

A. Yes, you can still make payments at Reception by cash or card. If your account balance is \$0.00, Auto Pay will not deduct any funds from your nominated card.

Q. What dates will Auto Pay run?

A. Auto Pay will run on the due date of each transaction. We will send reminders for Term fees; however, it will be your responsibility to ensure funds are available regardless of whether you have received a reminder.

Q. Will we still receive statements?

A. Absolutely. Our usual routine of sending statements before the term will continue as normal. You will have ample time to review your statement before the payment being deducted from your card.

Q. Can I set up a Payment Plan to be deducted weekly, fortnightly or monthly?

A. YES! Once you have registered for Auto Pay, you can request a set amount to be deducted from your account either weekly, fortnightly or monthly. However, please note that anyone on a payment plan will not be entitled to the 20% Multi-Class Discount. You can request a payment plan by emailing: [info@planetdancemenai.com.au](mailto:info@planetdancemenai.com.au)

Q. Is there a surcharge?

A. Yes, a 1.75% surcharge + \$0.30 per transaction is charged by DSP Merchant Services, which will be passed onto you at the time of the transaction.

Q. Are my credit card or debit card details safe?

A. DSP Merchant Services is managed by Stripe – one of the largest financial services software companies in the world. Stripe uses the most stringent levels of certification available in the online payments industry. Neither we (Planetdance) nor our software provider (DSP) can see your full credit card details, and they are fully encrypted by Stripe.

Q. How do I set it up?

A. Enrolling in Auto Pay can be done at the studio by the administration, or it can be set up through your online parent portal on Dance Studio Pro.

Q. Where can we read the Terms & Conditions?

A. Terms and Conditions are outlined on the Parent Portal, which you must read and agree to before registering your card details. If you have any specific questions, you can call our Studio on 0456 778 867 during business hours.