



STUDIO POLICY AND PROCEDURES

All students and parents/guardians are subject to the following policies of Ally Walker Dance Academy. This Studio Policy must be read and agreed to upon registration.

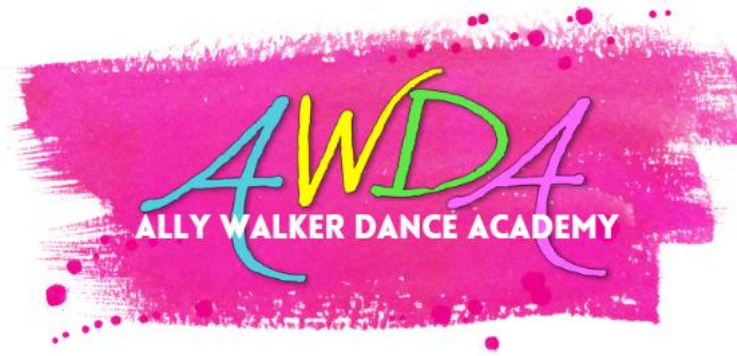
1. Fees

In the event of withdrawal, no costume or competition fees will be refunded. In the event that classes are required to be cancelled for a period longer than two weeks for reasons beyond the Studio's control, the lesson fees paid associated with those classes will either be refunded or applied as a credit to the student's account and made available for future payments. Any lesson fees that have not yet been processed will not be charged. The studio, in its sole discretion, will determine the amount of lesson fees associated with the cancelled classes and whether a refund or credit will be issued.

The Studio will comply with all government mandates that may apply to the operation of classes and class structure. Changes in class structure, schedule, or format may occur throughout the year as a result of government mandates, which may include delivering lessons either partially or entirely online. For clarity, the payment of lesson fees does not guarantee lessons will be held in-person at the Studio. **In the event that the Studio is required to make such program changes as a result of a government mandate, no lesson fees will be refunded. All classes will resume on-line.**

2. Third Party Fees

All fees that are collected by the Studio on behalf of participants and remitted to a third party (ie. [festivals and competitions](#)) are collected by the Studio acting in its capacity as agent. The terms and conditions set by the third party (ie. festival/competitions) apply to the extent that they relate to the collection, use and refund of fees. In the case of a refund from a third party for any reason, the Studio will, in its capacity as agent, forward the fees received back to the individuals they were collected from and on whose behalf they were remitted. The Studio shall determine, in its sole discretion, the method by which any fees shall be disbursed back to the individuals. The Studio shall have no liability to individuals to refund fees back to individuals after the fees have been collected and remitted to third parties (ie. Festivals/Competitions) in accordance with the stated purpose for the collection of the fees.



3. Withdrawal

Registration is for the full season of classes or a full sessional program. Withdrawal during the season or for a sessional program for a prolonged illness or injury requires a doctor's note. Notice of withdrawal must be received by Ally Walker Dance Academy in writing at least two weeks before the end of the month. Non-attendance is not considered a withdrawal. Sessional classes are non-refundable after the second class. First and last month fees are non-refundable. Remaining yearly class fees will be refunded up until March. Costume fees are non-refundable.

4. Class Cancellations

If the Studio cancels a class, the Studio will use reasonable efforts to schedule a make-up class in accordance with the instructor's availability and taking into consideration the availability of the students. If a student is unable to attend a scheduled make-up class, no further make-up class will be offered. Classes cancelled for attendance at performances, festivals, competitions, or any Studio events will not result in a make-up class being scheduled. Classes may be cancelled due to inclement weather at the Studio's discretion, and no make-up classes will be offered. Make-up classes are not guaranteed.

Ally Walker Dance Academy reserves the right to cancel a program due to low enrolment. In case of program cancellation, you will be given the opportunity to register in a different program, or receive a full refund of any remaining classes.

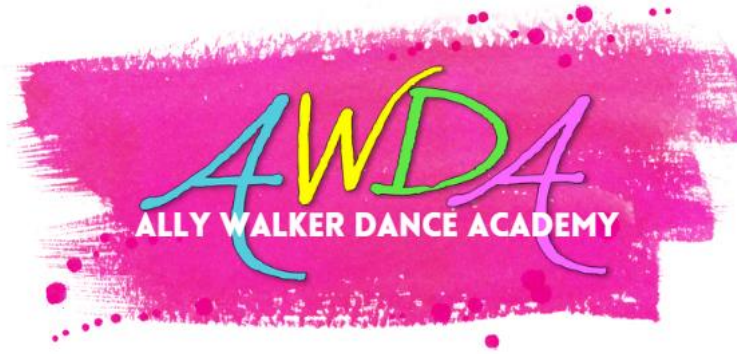
5. Attendance

Students are expected to attend each scheduled class. Please advise our staff by **email/SMS/PHONE** if a student will be missing a class and the reason for absence. The Studio expects all students to arrive no later than 10 minutes prior to the start of class.

Students who knowingly have a communicable disease are not permitted to attend the Studio's premises or any other premises attended in relation to dance instruction and performances. Let's all do our part to help everyone stay healthy.

6. Terms and Conditions of Online Programming (Online programming will only operate if in person classes are not available due to circumstances beyond our control.)

- The participant must have permission to be online and partake in Ally Walker Dance Academy online classes.

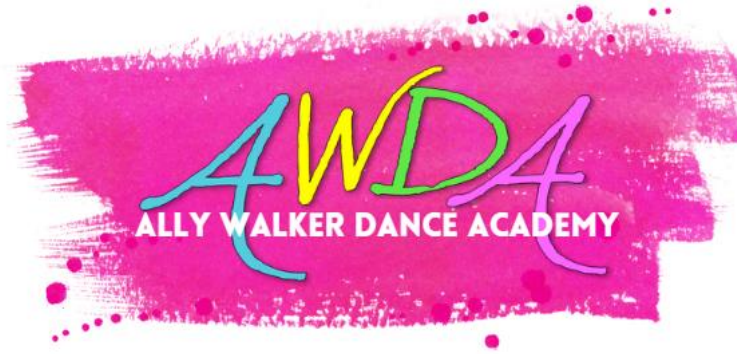


- The sharing of your online class link and password is strictly forbidden.
- The participant must wear appropriate clothing that is suitable for dance
- Please ensure that you have cleared adequate spacing well before your class is to start.
- That, where possible, you will ensure webcams are located in a communal space like a living room - rather than a bedroom. If only a private space like a bedroom is available, you will commit to keeping the door open.
- All online participants will be admitted from the “waiting room”. Please make sure your Zoom name matches your name on your registration.
- Please sign-in at least 5 minutes before your class starts. Your instructor will “admit” you.
- To minimize disruptions to the class, the instructor will not be able to manage the waiting room and admit participants after the welcome discussion (5 min after class start time)
- For safety reasons, your video must be on so that your instructor can see you.
- The participant will participate in these online dance classes at their own risk. You understand that, although rare, dance is a sport and injury may occur.
- Ally Walker Dance Academy will not be held responsible for any injury that may occur during your online dance class.
- Please note that the material in class videos is copyright and has not been approved for sharing, or for third party recordings. Sharing of the classes and zoom links and passwords are strictly forbidden (only registered participants will be granted entry into the ZOOM class each week) as well as the weekly video link. Not adhering to these rules will void your registration from the program.

7. Studio Etiquette

The following policies apply at all times at the Studio:

- Class participation. All students and parents/guardians are expected to be respectful, supportive, and encouraging to each other and to the Studio’s instructors and staff. Students are expected to try their best during each class.

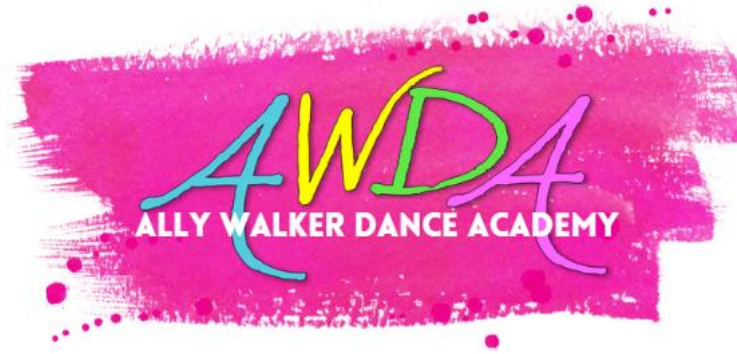


- Dress code. All students are expected to have the appropriate attire and shoes for each class. Expectations will be set out by the instructor during the first week of classes. All attire and shoes worn at the Studio must be clean and in an appropriate condition to be worn indoors. Students not dressed appropriately may be asked to not participate in the class at the instructor's sole discretion. Students who are denied participation in class will be permitted to observe only.
- Lobby etiquette. Please be mindful of classes in session and keep noise to a minimum while in the lobby. We expect students to behave appropriately in the hallways. Bullying and poor behavior will not be tolerated and may result in the student being asked to leave.
- Students are expected to stay in the studio's interior boundaries while at the studio and are not permitted to leave without the permission of a parent/guardian.
- Students who are at the studio without a parent/guardian must be signed in and out via the sign in sheet at reception.
- Food may only be consumed in the lobby and each student is responsible for cleaning up after eating. Students are not permitted to share food or drinks, and no food or drinks may be left overnight at the Studio. Only bottled water is permitted in the dance studios and all water bottles must be labeled for each student to prevent unintentionally drinking from the incorrect water bottle. Chewing gum is not permitted anywhere at the Studio.
- Additional Studio rules. All students and parents/guardians are required to follow all Studio rules that may be posted from time to time. This includes, but is not limited to, all posted signs, published guidelines, and any other information made available relating to expected conduct at the Studio.

8. Photography

Parents/guardians are not permitted to take photos or videos at the Studio without the prior consent of the instructor which may be given by the instructor's sole discretion.

Students may be photographed by the Studio (including its employees and independent contractors) at the Studio and at performances. Students and parents/guardians consent to the use and reproduction of any and all photographs, visual representations,



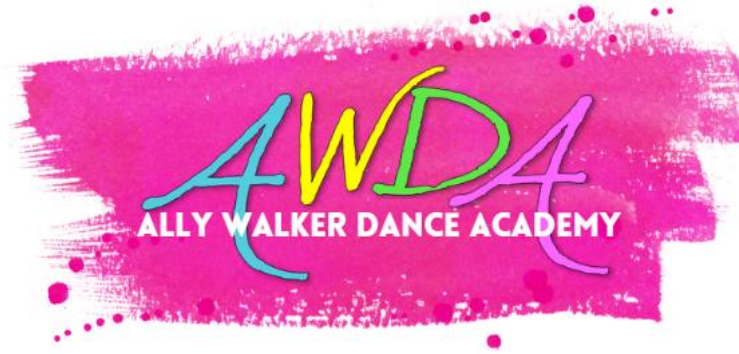
video, and other media taken of the student and/or the parent/guardian, and/or his/her/their likeness, voice, personality, personal image, personal experiences, and statements (collectively, the “Content”) in the promotion by the Studio of its products and services, including the Studio’s use of the Content in various forms of media, including, but not limited to, its website, advertising, marketing, online videos, internal publications, any training or advertising materials, electronic media (including e-mail), and/or social media. Students and parents/guardians hereby waive any moral rights or rights of personality which they may have in the Content, and grant to the Studio the perpetual, irrevocable, and unrestricted right to use, publish, modify, and exploit the Content for any business purpose of the Studio, in any manner and medium whether now known or hereafter developed or discovered. Students and parents/guardians acknowledge that they have no copyright or other rights or interests whatsoever in the Content, including, without limitation, performance rights, and that Studio will own and control all such rights and interests. Students and parents/guardians are not entitled to any compensation whatsoever with respect to the Content. The Studio may allow others, who may rely on this document, to use the Content as set out above or for other non-commercial uses. Students and parents/guardians hereby release the Studio, its affiliates and their respective successors, assigns, licensees, sub-licensees, shareholders, directors, officers, employees, agents and representatives from any and all claims, losses, costs and liabilities whatsoever, including, without limitation, claims for personality rights, invasion of privacy or any alteration, distortion or modification, whether intentional or otherwise, in connection with use of the Content as set out herein, which students and/or parents/guardians or any of their heirs, executors, administrators or assigns may have as a result of any such use.

9. Personal Information

Any and all personal information (which is any information about an identifiable individual) about students and/or their parents/guardians will be collected, used, or disclosed by the Studio in accordance with the Studio’s privacy policy (as applicable), and applicable privacy legislation.

10. Personal Items

Students store personal property at the Studio at their own risk and may do so only in the designated locations as specified by the Studio. The Studio is not responsible for



any personal property on its premises that is lost, stolen, or damaged. Students are encouraged to leave all valuables at home.

11. Communication

Communication between the Studio and parents/guardians is important. We encourage students and parents/guardians to speak directly to us if there are any questions or concerns. Please make an appointment to speak with our office staff or an instructor by email/SMS.

The majority of our information will be emailed to you. If at any time you have any questions, please email us allywalkerdanceacademy@gmail.com or call us at 0408 154 694. We have information on our website www.allywalkerdanceacademy.com.au, our Facebook page and Instagram Page. Please like and follow us so you can keep easily updated at your fingertips.