

# NOVA SCHOOL OF DANCE

## KEY INFORMATION & EXPECTATIONS



To help create a safe, respectful and enjoyable environment for everyone at Nova, please take a moment to review the following below.

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### DROP-OFF & COLLECTION

- Dancers should be dropped off and collected promptly from the designated waiting area.
- If a parent/guardian is running late, students must remain inside with a trusted Nova staff member or volunteer.
- If you permit your child to leave independently, please inform the class teacher.
- Parents are not permitted in class unless invited (e.g. watching week).
- Nova is not responsible for students outside the studio.

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### ATTITUDE & BEHAVIOUR

- We expect all dancers to show kindness, respect, and positive communication towards teachers and peers.
- Bullying of any kind, including physical, verbal, or cyber, will not be tolerated.
- Any incidents will be taken seriously and may result in the student being asked to leave.
- Students and families are encouraged to speak to a staff member if they ever feel uncomfortable or concerned.

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### UNIFORM & CLEANLINESS

- All dancers must wear the correct uniform, with hair neatly tied back and the appropriate shoes – details are available on our UNIFORM page.
- Shoes must be clean and dry before entering the venue.
- Please keep all areas (halls, toilets, waiting rooms) tidy.
- No food or phones are allowed during class.
- Nova is not responsible for lost items. Unclaimed items in our lost property box will be disposed of at the end of each term.

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### MEDICAL DETAILS

- Parents/Adults must ensure Nova has up-to-date contact and medical information, including any allergies (e.g. to plasters or ice packs).

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### PHYSICAL TOUCH

- As dance is a physical art form, gentle physical correction may be used to help students safely with positioning.
- All staff are fully qualified and hold Enhanced DBS certificates.

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### PHOTOGRAPHY & VIDEO

- Photos and video may be taken for promotional use – only with signed consent given at registration.
- You may change or withdraw consent at any time by emailing us.

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### ATTENDANCE & FEES

- Please text/email us if you/ yourchild is going to be absent or late. Missed classes are non-refundable.
- If a teacher is absent, a cover teacher will be arranged. If this isn't possible, a make-up class will be scheduled or a refund applied to your next invoice.
- Classes are paid via a recurring monthly payment to your debit or credit card. Payments are taken on the 1st of each month. If unsuccessful, a £5 late payment fee will be added.

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### CHANGING OR LEAVING CLASSES

- Class transitions are made at the discretion of the Nova Teaching Team, based on age, behaviour, and ability.
- If you wish to stop attending classes, we require one month's written notice by email. Once notice has been received, we will confirm the final class date and any outstanding payments.
- Refunds are only granted in exceptional cases and must be discussed with the Principal.

**Please Note - Nova reserves the right to update these Terms & Conditions as needed**