

## **Hertsmere Academy of Dance & Performing Arts (HADAPA)**

### **Terms & Conditions of Entry – 2026**

#### **Terms & Conditions of Entry / School Requirements**

As with any organization, established rules and procedures are essential to ensuring the smooth and professional operation of activities. This is especially important within a Dance School environment. As a registered member of both the I.S.T.D. and R.A.D., we are obligated to adhere to their Code of Conduct.

HADAPA's primary objective is to provide all students with a positive, enjoyable, and safe experience in dance and the performing arts. Our Terms & Conditions are designed to ensure fairness for all parties involved.

To maintain this standard, it is crucial that the following requirements be reviewed and understood. A form confirming your acknowledgment and acceptance of these terms will need to be signed. These Terms & Conditions are available for everyone to view at anytime on our website for reference, ensuring parents have full clarity of our policies and the opportunity to ask any questions or withdraw from the program if they disagree with the terms.

We wish to emphasize that adherence to these procedures is essential for safeguarding the well-being of all students. Non-compliance with the established rules and regulations may result in removal from the HADAPA program or further necessary action.

#### **Rules and Regulations**

##### **- Commitment to our School**

In order to maintain the high standards of teaching, our advanced learning structure, and comprehensive follow-through system, it is strongly advised that students refrain from attending lessons of a similar nature at other institutions, particularly in core subjects taught at HADAPA. Doing so presents a potential conflict of interest and can be detrimental to the student's progress and the safe, structured training we provide. Consistent training within our school ensures the highest quality of education across all subjects and maximizes the development of each student's abilities.

However, should students attend another dance school or take additional classes elsewhere, HADAPA must be notified of the specific subjects studied and the institution involved, as this may affect aspects such as PIN numbers for examinations. Should a student's commitment to an external dance or performance establishment begin to conflict with the ethos of HADAPA or hinder their progress within our program, it may be necessary for the student to consider discontinuing lessons at one of the establishments.

HADAPA understands that students may participate in shows or events outside of the Academy and fully supports this engagement, provided that HADAPA is informed in advance and that "Hertsmere Academy of Dance & Performing Arts" is included alongside the student's name in any promotional materials, advertisements, or programmes. As the provider of the student's training, HADAPA should receive proper recognition.

### **- Punctuality and Preparation for Classes**

It is essential that students arrive promptly for their classes. Late arrivals can result in the student missing vital information, which may not only hinder their own learning but also disrupt the progress of others. In particular, missing the warm-up portion of the class can place the student at risk of injury.

Additionally, younger students may feel uncomfortable entering the studio alone and may be reluctant to attend class if they arrive late. To ensure a smooth and positive experience for all, we kindly request that students arrive with sufficient time to prepare before the class begins.

### **- Toileting**

Students should ensure they visit the toilet before the start of their class and young students either wearing a nappy or be toilet trained. It is not appropriate to assume that the teacher will be available to supervise or assist with bathroom breaks during the session, and this can interfere with the flow of the class. Parents must be available if they think their child will need assistance.

### **- Attendance**

Regular attendance is crucial for both the individual student's development and the overall progress of the class. For health and safety reasons, a register is maintained to record the attendance of all students in each class. Inconsistent attendance can significantly impact both the learning experience and the student's ability to progress.

Attendance will be closely monitored, particularly as students prepare for examinations, assessments, or upcoming events and shows. Students who fail to attend classes regularly may receive a warning, and in some cases, may be withdrawn from the program.

Participation in extra exam coaching classes is essential and must be attended to ensure that the student is adequately prepared and reaches the required pass level for examinations.

### **- Personal Property**

To ensure a focused and uninterrupted learning environment, mobile phones and other electronic devices that may disrupt the class must be switched off or set to silent while on the premises. These items should remain stored in the student's dance bag at all times. All uniforms must be clearly named. Students are required to leave valuable personal items at home. HADAPA is not responsible or liable for any lost or damaged property. In the event that an item is lost, parents or guardians should contact the venue directly to arrange for the collection of the item.

## **Arrival – Waiting – Collection Policy**

### **- Drive Carefully & Park Considerately:**

Please drive cautiously and remain 'child aware' while parking around the venues to ensure safety for all.

### **- Responsibility Before and After Class:**

Parents/guardians are responsible for their child before and after the class and must ensure that the child enters the studio safely.

### **- Parents of Children Under 5:**

For short classes involving children under the age of 5, parents are required to remain in the waiting room in case of an emergency or toilet duties.

### **- Collection Procedure:**

Unless otherwise specified by the venue or an alternative procedure has been set in place, ALL students must be picked up by a parent/guardian inside the building at the scheduled collection time, as the teacher will be responsible for other students during this time.

### **- Teacher Responsibilities:**

Teachers are not responsible for supervising students before or after class. They are only responsible for students within the studio during the designated class time. Early drop-off requests are not permitted, as this would violate the Safeguarding Policy. The only exception is if a teacher has granted permission due to an emergency, in which case students aged 7 and older may watch the end or beginning of an ongoing class. However, the teacher is not responsible for their actions. Teachers will refuse to be left alone with a child in accordance with the Safeguarding Policy.

### **- Late Collection:**

If a student will be collected late, the teacher must be notified, ideally through another parent. After a 10-minute grace period, we reserve the right to charge a late fee of £1 per minute, or any fees charged to us by the venue for late collection.

### **- Permission for Alternate Collectors:**

HADAPA must be informed by the parent if someone other than the usual parent/guardian is collecting the student. We cannot release a child to another person without explicit permission.

### **- Class Timeliness:**

While we strive to start and end classes on time, please be aware that, due to the nature of creative activities, classes may occasionally run slightly late. Parents should be prepared for this, and understand that external factors may occasionally prevent classes from running exactly on schedule.

### **- Emergency Contact Information:**

It is the responsibility of parents/guardians to provide up-to-date contact information and to be available to answer an emergency call promptly.

## **Changing Area and Venue Policy**

### **- Class Waiting & Collection:**

To minimize congestion in the changing area, students waiting for class should be prepared to enter the studio promptly, allowing parents to clear the space sufficiently. Those collecting students, should remain at the door to facilitate a smooth handover. Students must not leave the studio until the teacher has confirmed their dismissal with a parent/guardian.

### **- Studio Door & Teacher Interaction:**

Keep the studio door clear, particularly of toddlers, and refrain from speaking with the teacher until all children have been checked and collected.

### **- Public Areas & Privacy:**

As the venues are public buildings, please do not undress or change yourself or your child in public areas or use the disabled toilets for changing. All changing must take place in private areas behind closed doors.

### **- Noise Level:**

Noise must be kept to a minimum to avoid disturbing the class or other individuals using the building. Should this be a persistent issue, you may be asked to leave.

### **- Respect for Property:**

We kindly ask that you respect the property of the venue. Any damage caused by students, especially when unsupervised, will be the responsibility of the parents/guardians, who will be required to cover the cost of repairs or replacements. This includes any destruction or mishandling of items such as flyers or paperwork. Please note that CCTV footage may be used as evidence in cases of damage.

### **- Respectful Conduct:**

Be respectful towards all members of the school and venue staff. Conversations should remain child-friendly, and inappropriate language or negative gossip is not appropriate.

### **- Waiting Area Access:**

Waiting areas are reserved for students and their parents/guardians only. Please refrain from bringing additional friends or relatives, as this can cause congestion and raise safeguarding concerns.

### **- Rubbish Disposal:**

Ensure that any rubbish is either removed or placed in the appropriate bin before leaving, and encourage students to check that they have all their belongings.

## **Physical/Manual Support**

To ensure students are progressing effectively and performing movements accurately (and, in some cases, for their safety), a small amount of physical contact by the teacher may be necessary to assist with corrections during class. By enrolling in the school and signing the Terms & Conditions, parents/guardians are granting HADAPA permission for teachers to provide manual or physical support as required for the purpose of correcting a student's technique and providing safe movement practice.

## **Uniform Procedures**

To ensure the safety and professionalism of our training environment, new students must be in the HADAPA full school uniform by week 4. Failure to comply may result in refusal of entry due to breaking insurance requirements, risk assessment procedures and the health & safety policy. It is crucial that all students attend classes dressed in the appropriate full uniform to facilitate safe training and maintain a neat, elegant appearance.

Studio rules for Students:

- Hair tied up in an appropriate style for the genre.
- No jewellery including earrings (newly pierced ears must be covered with tape).
- No nail varnish.
- No visible tattoos.
- Make-up is not permitted in class unless specifically requested by the teacher for exams, events, or shows.
- Chewing gum is strictly prohibited.
- It is not acceptable for students to wear uniform from another school.

### **- HADAPA Dance Store (<https://had.mydancestore.co.uk>)**

To purchase the correct uniform, please use the official HADAPA Dance Store: HADAPA name & logo will be displayed. The store, managed by International Dance Supplies (IDS), offers easy access to HADAPA-branded uniforms at lower prices than branded alternatives. All transactions will be conducted directly with IDS, and any inquiries or issues should be directed straight to them. HADAPA is a third-party entity & is not responsible for anything relating to IDS or any of the transactions that take place. IDS have their own complaints procedure & contact details for parents to use.

Please ensure that you order the correct uniform, noting specific details such as 'full-soled' or 'pink elastic', as exam boards are particular about the uniform specifications. Training in the correct uniform is important for the students' development, as these items are the essential tools for their dance practice. If you choose to purchase the uniform from an alternative source, it must match the exact regulations, as any deviation may not be suitable.

### **- Footwear and Dress Code**

Dance footwear should be reserved for studio use only (unless otherwise instructed for an event), as wearing them outdoors may damage both the footwear and the dance floor. Always wear outdoor shoes to and from class and change into your dance footwear upon arrival. Ensure that laces and bows are properly tied for safety. For safe practice, students should dress in warm outdoor clothing when leaving the building or in between classes. HADAPA also provides hoodies and dance cardigans to help keep students warm during class.

### **- Additional Items**

For long intensive classes, Performing Arts Classes, and Workshops, students should bring a bottle of water to class.

Students must have breakfast or lunch before attending classes; however, for certain classes, workshops, and special occasions, a small, non-messy snack may be required.

Students are responsible for bringing all necessary props and additional uniforms/costumes to each class. Older students are also advised to bring a hand towel and deodorant.

Theatre school students should bring a wallet and pencil each week to store their scripts, song sheets, and letters.

## **Fees and Payment Procedures**

### **- Trial Period**

New students are offered a 2-week continuous trial period at a weekly rate (sometimes at a reduced rate) to explore any classes that interest them. Trials must be booked in advance to ensure that the appropriate level or style is available. The trial period allows students to confirm their satisfaction with their chosen classes and provides parents with an understanding of the requirements before making a full commitment.

### **- Administration Fee**

Upon entering the school, a one-off administration fee is charged to cover costs such as insurance and administration. This fee is non-refundable. If a student leaves and re-joins after 6 months, the administration fee must be paid again.

### **- Booking in advance**

Due to safeguarding and health & safety requirements, only advanced booking and confirmation are accepted. Students who appear at a class without prior booking will not be allowed entry.

It is unlawful to attend classes or take uniform without paying for them, and we reserve the right to refuse entry if fees are not paid.

## **- Payment Terms**

**FEES ARE DUE IN ADVANCE OF EACH TERM TO SECURE A PLACE. FEES CANNOT BE REFUNDED OR TRANSFERRED FOR ANY REASON, AS THEY REPRESENT A COMMITMENT TO ATTENDANCE FOR THAT SPECIFIC TERM AND CLASS. ABSENCE IS AT THE PARTICIPANTS OWN EXPENSE.**

Fee slips will be distributed in a timely manner to allow parents to arrange payment. These will also remind you that you need to give notice of making any cancellations (please refer to the "Leaving" section). Although we aim to distribute the fee slips with at least 5 weeks' notice, this depends on the child's attendance and the length of the half-term.

The bottom portion of the fee slip must be completed and returned with all payments. This is necessary for us to process your child's enrollment and secure their place. Failure to return the completed slip may cause delays in processing.

## **- Payment in Advance**

Fees are collected in advance to cover pre-booking of facilities, which need to be arranged well before the start of each term. HADAPA does not operate on a pay-as-you-go basis.

Fee slips will be provided hand-to-hand to ensure parents have received the information. We do not send fee slips via email, and we are not responsible for lost or unread slips. Should this occur, parents should request a duplicate as soon as possible. Fee slips are usually provided in an unsealed envelope, which can be reused to return the fee and/or pay-slip. Parents should also check the envelope for other important information such as class changes.

The fee slip will list two amounts: the Standard Rate and the Early Bird Rate.

## **- Early Bird Rate**

To qualify for the Early Bird Rate, payment must be received before midnight on the specified deadline. If the deadline is missed, the normal rate applies (no exceptions). The Early Bird Rate serves as an incentive for early payment, which helps the school confirm class bookings and administrative processes. Any attempt to circumvent this policy will result in the forfeiture of the Early Bird Rate. By paying the Early Bird Rate, you are confirming your place in the class and do not need to check availability.

Please note, like an expired voucher, the Early Bird Rate cannot be applied once the deadline has passed.

## **- Standard Rate**

The Standard Rate applies when payment is made after the Early Bird deadline. This rate covers the additional time and administrative efforts involved in processing late payments and reorganizing class schedules. Students paying the Standard Rate must check class availability with the school before paying. Parents are responsible for informing us of their intention to return

and requesting a place reservation. Reservations are temporary and based on availability; the only way to guarantee a place is by making payment. If a place is no longer available, you will be placed on a waiting list.

#### **- Violation of Payment Policies**

Any violation of the payment policies, such as paying the Early Bird Rate after the designated deadline, will result in a warning and an invoice for the outstanding amount. Should this issue remain unresolved, further consequences may apply. These may include the removal of any discounts or goodwill gestures, ineligibility for half-term payment options, or, in severe cases, dismissal from the program or court action. Please note, like an expired voucher, the Early Bird Rate cannot be applied once the deadline has passed.

#### **- Additional Payment Options**

Students attending 2 or more classes per week or siblings doing several classes may be eligible for half-term payments in certain circumstances. Proof of low income may be requested. Discount schemes and scholarships (details on the website) are also available. To help maintain these benefits, we encourage parents to promote the school.

#### **- Payment Instructions**

Please follow the instructions on the fee slip carefully when making payment. The school is not responsible for any banking errors. Cash deposits at the bank are not accepted due to the inability to provide a reference.

#### **- Half-Term Payment Commitment**

Parents choosing the half-term payment option commit to paying the full amount by the final deadline. If a student leaves before full payment is made, the remaining balance will still be due, and unpaid amounts may be pursued through debt collection.

By selecting this option, parents accept full responsibility for meeting the financial commitment in full. Half-termly payments are a goodwill arrangement offered only in specific cases and may be withdrawn if these terms are not met.

Payments must be received by the stated deadlines. Parents remain eligible for the Early Bird Rate only if the first payment is made by the Early Bird deadline. Late payments will be charged at the standard rate and must follow the standard payment procedure, including class availability confirmation.

Failure to pay in full by the standard deadline will result in the loss of eligibility for future half-termly payments.

#### **- Withdrawal of Discounts and Offers**

Please note that all discounts, competitions, scholarships, and goodwill gestures can be withdrawn at any time at the discretion of the school. Any violation of the goodwill terms or misuse of the provisions will result in the cessation of these offerings.



### **- Examinations**

Students with outstanding fees will not be eligible to participate in examinations or other opportunities that require additional payments.

### **- Separated Parents**

In cases where a child lives with separated parents who both play an active role in their attendance, we require a primary contact to be designated, along with details of the individual responsible for payment and communication. The named person on the emergency form will be the primary contact for the school. With their permission, we can add the alternative parent's email to keep them informed. HADAPA is impartial and will not intervene in communication or issues related to passing messages between parents. It is the responsibility of the primary contact to keep the school informed of any updates or changes. It is the responsibility of the primary contact to ensure all parties that look after a student are up to date with information.

### **- Exam and Show Commitment Forms**

All Exam, Event and Show Commitment Forms include a reminder of HADAPA's Terms & Conditions. By signing and submitting these forms, parents/guardians confirm that they have read, understood, and agreed to the current Terms & Conditions in full.

It is the parent/guardian's responsibility to review these Terms & Conditions carefully before signing, as they outline all relevant procedures and commitment policies. HADAPA will not accept complaints, disputes, or harassment arising from a failure to read the Terms & Conditions or the information provided within commitment forms.

Respectful communication is expected at all times. Any form of intimidation, pressure, or disrespectful behaviour toward staff regarding these matters will be treated in accordance with our Parent Conduct and Communication Policy.

### **- Late Arrival**

If a parent or guardian is late bringing their child to class, they are not entitled to a reduced rate in fees.

### **- Private Parties and Tuition**

Private parties and private tuition must be arranged and paid for directly through the Principal.

## **Leaving**

**A MINIMUM OF 6 WEEKS' WRITTEN NOTICE (TERM TIME) IS REQUIRED IF A STUDENT INTENDS TO LEAVE EITHER THE SCHOOL OR A CLASS.** Failure to provide timely notice may result in us continuing to maintain classes and keeping places open unnecessarily. So, if notification is not received, you will be billed for overhead costs incurred due to the last-minute vacancy, which you are obliged to pay.

## **Absence and Health Policy**

### **Illness, Injury, or Medical Conditions**

No student may attend class if they have been diagnosed with any medical condition, illness, or injury, regardless of severity, unless they have first provided HADAPA with a valid UK medical certificate or fitness-to-attend letter issued by a UK-registered GP, NHS facility, or hospital. This clearance must confirm that the student is medically fit to resume physical activity and attend classes. Without this written clearance, the student **must not attend** under any circumstances. Attendance without such documentation constitutes a breach of our Health & Safety, Safeguarding, and Insurance policies, and HADAPA reserves the right to **refuse entry** to maintain compliance and ensure the safety of all students and staff.

If a student turns up to class without the required medical clearance, HADAPA will not permit participation, and the student will be required to sit and observe for safety and compliance reasons. This decision is final and non-negotiable.

Verbal assurances from parents or guardians will not be accepted in place of professional medical documentation.

Parents are required to keep HADAPA informed of any change in the student's medical condition at all times.

### **- Non-Liability for Illness, Injury, or External Circumstances**

If a student is unable to attend classes due to illness, injury, accident, or any medical or personal circumstance occurring outside of HADAPA's direct supervision, this shall not constitute grounds for a refund or credit, or transfer of fees. All term fees represent a booking for a place within a class as associated costs and overheads continue regardless of attendance.

HADAPA is not liable for any loss of classes or fees due to absence resulting from personal medical conditions or accidents occurring outside the Academy's premises or activities. This includes, but is not limited to, injuries sustained at school, home, or other extracurricular activities.

### **- Observation for Injured or Recovering Students**

Students with less severe injuries or temporary conditions who are unable to participate physically are encouraged to attend their normal classes to observe, provided this is safe and approved by the teacher. This allows them to remain engaged, continue learning choreography, and maintain class continuity.

The teacher reserves the right to require any student to sit out and observe if, in their professional opinion, doing so is in the best interests of the student's health, safety, or overall welfare. This decision is final and must be respected at all times.

Observing classes under such circumstances is considered part of the student's ongoing learning and attendance record. Once medically cleared and at the teacher's discretion, catch-up sessions may be offered at an additional cost to support reintegration into class.

### **- Short-Term and Long-Term Absences**

For short-term absences (1–2 classes), no formal notice is required unless the absence affects a key event such as a performance or examination.

Absence of three (3) or more consecutive weeks without parental contact will be considered a withdrawal from the programme, and the student's place may be released.

### **- Make-Up Classes**

Students must attend the class for which they are registered. Unless expressly approved by the teacher and subject to an additional fee (e.g., for exam preparation), **students may not attend alternative classes** to make up for missed lessons. This maintains class consistency and ensures compliance with Health & Safety and Safeguarding standards.

### **- Attendance, Performances, and Examinations**

Frequent or sporadic absences can disrupt the progress of the class. Students who do not attend regularly may be removed from performances or exams. Performance and exam schedules are given in advance. If a student cannot attend, HADAPA must be informed immediately so that alternative arrangements can be made. Failure to attend classes/rehearsals close to a performance or exam may negatively impact others and the success of the event.

### **Cancelled Classes**

Hertsmere Academy of Dance & Performing Arts (HADAPA) will always strive to be fair to both parties when a class is cancelled for reasons beyond our control, ensuring that both the students and the Academy are equally impacted.

Examples of when a class may be cancelled:

- Adverse weather conditions where it is unsafe for any individual to travel, and the Principal has determined that staff will also be unable to attend the class.
- The venue is deemed unsafe or sudden maintenance work needs to be carried out.
- A lack of students enrolled (e.g., 1 student) that impacts the ability to safeguard the rights of our teachers.
- A teacher becomes unexpectedly ill, and no cover can be arranged in time.
- Pandemic or similar widespread health concerns.
- Government advice or restrictions.

Examples of reasons when a refund is not possible:

- Where the venue refuses to provide a refund for the booking of their hall.
- Where the venue becomes unsafe or access is denied unexpectedly.
- In the event that court action is being taken against any party involved.
- In an emergency or unforeseen circumstance (situations outside our reasonable control)

- If the cancellation is due to any of the reasons specified in these Terms and Conditions relating to immediate dismissal or breach of policies.

#### **- Types of refund available:**

In circumstances where a venue is able to issue a refund, the Principal will determine the appropriate course of action, which may include:

- Issuing vouchers for students to attend another HADAPA class to make up for the missed class.
- Rescheduling the class, where feasible.
- As a last resort, offering a discount on the forthcoming term's fees.

Our main aim is to ensure that students do not miss out.

Please note, no monetary refunds will be provided.

#### **- Refund Procedure:**

In exceptional cases, where a refund is warranted due to unusual circumstances (e.g., double payment), HADAPA will adhere to GDPR laws by not requesting or accepting bank transfer details. Instead, a refund will be issued via cheque (where possible). The payee will be required to sign a document in front of the teacher to confirm receipt. Refunds will not be mailed; they must be collected in person from the Academy. The payee is responsible for ensuring that the cheque details are correct and that the cheque is deposited in time.

#### **- Notification of Cancelled Classes:**

In the event of an unforeseen class cancellation (e.g., teacher illness), we will notify students through:

- Email or Facebook for specific class updates.
- A general notification posted on the HADAPA website.
- If the cancellation occurs at short notice, we will make every effort to inform the venue so they can pass on the message, or we will place a notice at the venue.

We appreciate your understanding and cooperation in such circumstances.

#### **- Information**

HADAPA students participate in various events throughout the year. It is essential that parents take responsibility for reading any information provided and remain up-to-date at all times.

HADAPA strives to communicate in various ways, including:

- Website: Information such as Timetables, Term Dates, Venue Addresses, and Discount Schemes.
- Social Media: Reminders, important updates, and the latest news, topics, and photos.
- Notice Board or Posters At Certain Venues: Timetables, Reminders, Copies of Notes, and Newsletters.
- Email: Important updates, Vital Information, Personal correspondence, links and attachments.

- Letters: Primarily for forms that need to be filled out (e.g., Exam/Show Forms, Fee Slips).

It is crucial that parents/guardians keep their contact information up to date and ensure that any materials given to themselves or by the student, such as fee slips, are reviewed. Emails need to be checked regularly, including the Junk folder, if our email address has not been saved.

HADAPA is only responsible for providing one piece of documentation to parents/guardians. If this information is lost or unread, it is the parent's responsibility to follow up, not HADAPA. It is not the responsibility of HADAPA if a student misses out on important information.

## **Watching Policy**

### **- General Policy on Watching Classes:**

Parents/guardians are not invited to observe daily classes due to safeguarding and health and safety regulations. Instead, depending on the class and venue, parents/guardians wait in the designated changing area or leave the venue until the class has concluded and it is collection time.

### **- Settling in Young Children:**

For young children (ages 3-4) attending a class for the first time, it is necessary for parents to actively participate in the class to help settle their child. Parents should engage with their child rather than simply sitting and watching, to provide encouragement and avoid distracting other students. Parents should actively encourage a child to become independent from them, so they can socially integrate and gain friends, building trust in those around them.

### **- Minimizing Distractions:**

We understand that parents/guardians wish to see their child's progress, but we ask that parents refrain from looking through studio windows or allowing younger siblings to disturb the class. The visual presence of adults in the class can create distractions, making students self-conscious and interrupting the learning environment. This also hinders the development of friendships and a sense of belonging. Furthermore, safeguarding standards cannot be maintained in such circumstances.

### **- Watching Opportunities:**

Parents/guardians will have the opportunity to observe their child's progress during designated "watching weeks" and events. The teacher will determine the most appropriate time for these observation sessions and will inform parents in advance. Watching weeks are typically scheduled on a rotational basis, and during show years, a watching week may not occur. For exams, parents may be invited to observe to assist with home practice.

### **- Photography and Filming:**

In compliance with Safeguarding laws, no photography or filming by parents/guardians is permitted on the premises without prior written consent from the principal and approval from other parents. We must respect each child's right to privacy and anonymity.

### **- Consideration for Anxious Students:**

Some students may become anxious during watching week and may behave differently. We ask that parents remain patient and understanding during these times.

### **- Respectful Behaviour During Watching Week:**

During watching week, only parents/guardians are invited to observe. This is not a performance, and we ask that all spectators be respectful. Parents must remain quiet and avoid disrupting the class by talking, walking around, or eating. Failure to comply with these expectations will result in being asked to leave. Parents with babies should sit near an exit to ensure easy access if the child requires attention.

### **- Support at Events:**

During all events, we request that parents, family members, and friends maintain a positive and supportive attitude toward all participants. We expect maximum support for the school. Anyone found behaving contrary to these expectations should be reported to the Principal immediately.

## **Discipline, Behaviour and Reasons for Dismissal**

### **- Expected Behaviour:**

Students are expected to behave in an orderly, respectful, and well-mannered manner. Listening, following instructions and showing respect to their teachers and fellow students while attending HADAPA. Dance and Performing Arts require discipline, and students are expected to conduct themselves accordingly.

### **- Behavioural Expectations:**

HADAPA is not responsible for correcting behavioural issues. Students attend to learn how to perform and dance, and the environment should not be treated as a crèche or social club where inappropriate behaviour is tolerated. Parents/guardians must be fully transparent regarding any Special Educational Needs and Disabilities (SEND) or other difficulties the student may have. Disrupting other students' learning is unacceptable. If a student is not ready to join the school, the Principal will provide guidance on the best approach to ensure the child is prepared for future classes.

### **- Representation of HADAPA:**

Students represent HADAPA both inside and outside the class, including during events. Therefore, it is essential that they behave with professionalism and safety, and always adhere to staff instructions.

**- Gossip and Negative Comments:**

Parents/guardians must refrain from engaging in gossip, spreading misinformation, or making negative comments about other students. Any form of slander, including comparing students or making derogatory remarks, is prohibited.

**- Disrespectful Behaviour:**

Any disrespect shown to a teacher will result in a meeting with the Principal to determine whether the student will be dismissed or issued a warning. Disrespectful, disruptive, threatening behaviour, or inadequate manners from students or parents/guardians, including shouting, an argumentative attitude, aggressive mannerisms, abusive gestures, or disrespectful hand or facial gestures, will result in immediate dismissal from HADAPA. In such cases, any fees paid (including event or exam fees) will be forfeited from that day onward.

**- Intellectual Property:**

All information and photographs displayed or sent by HADAPA are the intellectual property of the academy. Downloading, copying, or sharing these materials (unless advertising on behalf of HADAPA) is strictly prohibited and constitutes a breach of copyright. If you wish to share information about HADAPA, please request permission, and we will be happy to provide the necessary materials.

**- Dismissal:**

Any reason for dismissal from HADAPA results in the forfeiture of any fees paid. The specific reason for dismissal will be clearly communicated to the parent/guardian.

**Blackmail and Unacceptable Behaviour Policy**

Any attempt to blackmail HADAPA staff in any manner, including but not limited to seeking financial advantages (such as discounts) or attempting to avoid payments due, will be treated with the utmost seriousness. Blackmail may include, but is not limited to, spreading malicious lies, threats of negative reviews, or any other form of coercion. Such behaviour is entirely unacceptable and will not be tolerated under any circumstances. Any instances of blackmail or threatening conduct will be immediately reported and acted upon accordingly. The school reserves the right to take all necessary steps to address and resolve these matters in line with our policies and legal obligations.

**Advertising, Social Media, and Slander Policy**

HADAPA strictly prohibits the advertising or promotion of any other dance or performing arts company, school, or service within its venues, classes, or online platforms. This includes any attempt to poach students, solicit business, or use HADAPA's name, reputation, or materials for personal or commercial gain.

The use, copying, or distribution of HADAPA's choreography, teaching methods, branding, or written materials without prior written consent from the Principal is a breach of intellectual property law and will result in immediate dismissal from the school.

**Slander, defamation, or the spreading of false, misleading, or damaging information—whether verbally, in writing, or online (including social media posts, reviews, group chats, or public forums)—is strictly prohibited.**

- This includes negative or speculative comments intended to harm HADAPA's reputation, staff, students, or other families.
- Creating or contributing to online discussions that undermine the integrity or operation of HADAPA constitutes a breach of trust and professional conduct.

Any individual—student, parent, or associate—found engaging in such behaviour will be subject to immediate removal from HADAPA. In serious cases, HADAPA reserves the right to pursue legal action for reputational damage, harassment, or defamation.

Parents and students are reminded that **responsible online conduct** is part of our safeguarding and community standards. HADAPA encourages any concerns to be raised directly and privately with the Principal so they can be addressed fairly and appropriately.

### **Parent Conduct and Communication Policy**

HADAPA is committed to maintaining a safe, positive, and respectful environment for all students, parents, and staff. All members of our community are expected to act with courtesy, professionalism, and respect at all times.

Bullying, harassment, intimidation, or aggressive behaviour toward staff, students, or other parents—whether in person, by phone, email, social media, or any other communication—will not be tolerated. This includes shouting, verbal abuse, unreasonable demands, or attempts to pressure or intimidate staff.

Communication must remain calm, constructive, and solution-focused. HADAPA will not engage with anyone behaving in an aggressive or disrespectful manner. Any coercive, threatening, or manipulative conduct (including online) will be treated as harassment.

Parents and guardians must model appropriate behaviour at all times, especially in front of children and other parents, as negative behaviour can distress students and undermine the school environment.

If any incident of aggression, bullying, harassment, or inappropriate conduct occurs, HADAPA reserves the right to:

- End communication immediately.
- Issue a written warning or limit future contact to written correspondence only.
- Withdraw the student's place at HADAPA with immediate effect.



- Retain any fees paid, as such behaviour constitutes a breach of contract.
- Report serious incidents to the relevant authorities.

Any behaviour—by a student, parent, or associate—that leads to other students or families feeling unsafe, uncomfortable, or deciding to withdraw from HADAPA may result in the responsible party's immediate removal and potential liability for demonstrable financial loss arising from such conduct. HADAPA reserves the right to seek recovery of any proven financial damages or losses directly caused by this behaviour.

HADAPA encourages parents to raise any concerns or questions through the proper channels so that issues can be resolved respectfully and efficiently.

## **Examinations and Events Policy**

HADAPA provides students with the opportunity to participate in Shows, Events, and Examinations. Separate information and terms are issued to parents regarding these activities. It is imperative that these details are carefully read and adhered to if students wish to take part.

### **- Commitment to Dance and Performing Arts**

Dance and Performing Arts require dedication, hard work, and commitment. Students will progress at different rates depending on their ability and individual circumstances. Participation in examinations is not compulsory; however, it is a privilege offered by HADAPA to enhance the learning experience.

Teachers are not obligated to enter students into examinations, and students must demonstrate commitment and proficiency to be considered for exam entry. The decision to enter a student into an examination is based on the teacher's assessment of the student's readiness.

### **- Examination Preparation**

Examinations are organized when the school believes the students are sufficiently prepared and the process is feasible. Teachers are guided by specific criteria regarding the number of study hours required before a student can be entered into an exam. Students are given ample time to prepare for examinations, and attendance and home practice are essential for success. It is important to note that dance and performing arts examinations, especially those on the NQF qualifications framework (e.g., GCSE/A Level), require a consistent and extended period of study to achieve a passable standard.

### **- Teacher's Decision**

Teachers are highly qualified and experienced, and their decision on whether a student is ready for an exam or competition is final. Teachers must assess each student's level of preparedness based on a range of criteria and their professional judgment. The teacher's decision may not align

with the student's or parent's perception of their ability. Students must demonstrate patience, dedication, and a commitment to the process in order to be fully prepared.

A negative, unprepared, or subpar exam performance not only affects the student but also the rest of the candidates, as it can disrupt group dynamics and hinder the progress of others. Therefore, teachers aim to ensure that every exam candidate has a positive and confident experience. Interference or undue pressure from parents or students to change a teacher's decision is unacceptable. Any such behaviour, including rudeness, manipulation, or coercion, will be reported and addressed appropriately.

### **- Exam Results**

As a creative activity, results from examinations can differ depending on the examiner's subjective evaluation, despite the exam board's strict criteria. Passing an exam is an achievement in itself, and parents and students should view this as a success. If a parent wishes to appeal an exam result, an appeal process is available through the exam board, but the cost of this inquiry will be borne by the parent.

### **- Certificates**

Parents are responsible for providing accurate details on the entry form. If incorrect information is provided, resulting in errors on certificates, the parent will be responsible for covering the cost of re-issuing the certificate.

Certificates will not be mailed to parents and must be collected in person. If a certificate is not collected within two years, it will be destroyed, and the parent will need to contact the exam board to request a replacement at their own expense.

### **- Coaching Classes**

Coaching classes may be offered to students who require additional one-on-one tuition to improve their abilities or to increase their tuition hours to prepare more effectively for an upcoming exam or event. Attendance at these sessions is critical to ensure successful preparation. Students who do not attend the required coaching sessions will not be entered into an exam or event.

### **- Events vs. Exams**

Students may only prepare for one type of event at a time—either an event or an exam. Due to the nature of opportunities available and the increasing number of students, it is not possible for all students to participate in every event or exam simultaneously. Organizers often specify particular genres or age groups for their events, and the Principal, based on their knowledge and expertise, will determine which students are most suitable for each opportunity.

Parents should understand that dedicated students who train across multiple disciplines will generally have more opportunities and will progress more quickly.

HADAPA reserves the right to make all final decisions regarding event participation, exam entries, and student preparation.

## **Advertising, Visual & Social Media Policy**

**Consent to Use of Media:** By enrolling or signing up, parents or legal guardians irrevocably grant HADAPA and its affiliates the perpetual, worldwide, royalty-free, and unrestricted right to photograph, record, reproduce, distribute, and publicly display any images, video, or other media featuring their child for any promotional, marketing, educational, or advertising purposes. This consent is ongoing, fully binding, and cannot be revoked, withdrawn, or otherwise rescinded at any time. Parents or guardians expressly waive any right to inspect, approve, or demand the removal of such media now or in the future, and acknowledge that HADAPA may use the media indefinitely across any current or future formats, platforms, or publications without additional notice, compensation, or consent.

HADAPA is committed to safeguarding its students, and as such, we only use suitable images for publicity purposes. Where possible, we engage professional photographers and production companies to ensure that all images and materials are of the highest quality and meet our safeguarding standards.

### **Use of Photographs and Testimonials**

HADAPA retains the right to use photographs, video footage, and successful testimonials about past and present students for promotional purposes. We also reserve the right to follow and promote the careers of our students who have trained at HADAPA.

By attending HADAPA, students are automatically considered representatives of the school. As such, HADAPA is entitled to promote and showcase students' achievements, which may include performing in events or shows where their skills, either partially or wholly, reflect the training they have received at HADAPA. Parents/guardians must provide HADAPA with details if their child is performing in any external events or shows, and the name of our school should be included in any program, advertisement, or promotional material that is distributed regarding the event or performance.

#### **- Intellectual Property Protection**

All materials, choreography, and training methods taught by HADAPA are the intellectual property of the school. These materials may not be used, reproduced, or distributed without the express permission of the Principal. Unauthorized use of any materials or methods taught by HADAPA may result in legal action.

#### **- Permission for Recording**

Anyone wishing to record, photograph, or film any activities or performances at HADAPA must obtain prior permission from the Principal. This ensures compliance with copyright laws and our safeguarding policies.

### **- Social Media and Internet Use**

To help reduce tuition fees, HADAPA encourages students and parents to share memories, photographs, and experiences on social media platforms related to HADAPA. However, we ask that all parents, guardians, students, and their associates ensure that they use social media and the internet in a safe, respectful, and positive manner (considering safeguarding laws). This includes being mindful of how HADAPA is represented when posting, commenting, or blogging on any websites or social media platforms. Any concerns regarding the use of social media or online representations of HADAPA should be reported to the Principal.

We appreciate your cooperation in maintaining a safe and professional environment both in and out of the classroom, and we thank you for your continued support.

### **- Making Contact**

HADAPA is committed to providing the best possible service to all our students and their families. However, please be aware that the Principal is one individual with full working commitments, including attending meetings, courses, organizing events, shows, and exams, as well as managing administrative duties, all before completing 5+ hours of teaching each day. Therefore, we kindly ask that you respect the following guidelines when making contact with the school:

#### **Official Methods of Contact:**

Please contact HADAPA using only the official methods outlined on the website. This includes email, phone, or any other officially designated communication channels.

Please do not send messages via Facebook or text the office landline, as these will not reach HADAPA.

#### **Communication During Classes:**

It is not appropriate to speak with teachers between classes as it interrupts valuable teaching time. Quick 'yes' or 'no' questions are acceptable, but any detailed discussion should be avoided during class hours.

If you wish to speak with your child's teacher, please contact the office to arrange a meeting.

#### **Email Communication:**

The most efficient way to contact HADAPA is via email. However, please understand that it may not always be possible to respond on the same day. Questions should be sent in advance whenever possible.

If you have not received a response within 2 days, please follow up with the office, as there may be an issue with communication services.

#### **Phone Calls:**

Please respect the designated phone hours, which can be found on our website.

Teachers' phones are only available for emergency contact during classes, so they will not be able to receive or respond to any messages during that time.

**Holiday Delays:**

During holiday periods, responses may be delayed. Refer to the 'Out of Office' message for further details on contact during this time.

**Class Cancellations:**

If a class is cancelled due to unforeseen circumstances (such as illness), we will send out notifications via email, Facebook, or on our website. If short notice cancellation occurs, we will do our best to inform the venue to pass on the message or put up a sign for your reference.

**Parent/Guardian Responsibility:**

It is the responsibility of parents/guardians to review the HADAPA studio policies and venue information with their children. We ask that you help them understand the importance of following studio and venue rules.

**Emergency Form and Terms and Conditions:**

Parents/guardians must make sure that they keep their emergency details up to date, including contact details.

**Intellectual Property:**

Information and photographs displayed or sent by HADAPA are the intellectual property of the school. Copying, downloading, or sharing any details (unless authorized by HADAPA for promotional purposes) is strictly prohibited and in breach of copyright. Please reach out to us if you would like information to share on our behalf.

**Privacy and Confidentiality:**

Emails sent by HADAPA are intended solely for the recipient. Any information or attachments contained within these emails are private and should not be shared without permission.

**Contact with Parent or Sole Guardian:**

The parent or sole guardian who completes and signs the Emergency Details Form (and pays the fees) will be the 'Primary' contact for any matters regarding the child's attendance.

Relatives, friends, PAs, or au pairs are not permitted to discuss fees, classes, or make arrangements on the student's behalf. HADAPA is not authorized to disclose any details to anyone other than the parent or sole guardian due to privacy and safeguarding regulations.

In cases where a student has separated parents, HADAPA will only communicate directly with the main 'Primary' contact (the person who is financially responsible). With permission, we are happy to send emails to both parents to keep them informed. However, HADAPA will remain impartial and will not act as an intermediary between parents.

We appreciate your understanding and cooperation in these matters to ensure smooth and efficient communication with HADAPA. Thank you for your ongoing support.

## **First Aid**

HADAPA is committed to ensuring the safety and well-being of all students. In the event of an injury or medical emergency, we will respond appropriately to each individual situation. The venue is equipped with a first aid kit, but due to allergies or parental beliefs, there are restrictions on the amount of aid that can be administered without parental presence. Therefore, in case of a medical emergency, we will contact the student's parent/guardian to either collect the child or grant permission to take them to the nearest medical centre. If necessary, an ambulance will be called for serious emergencies.

To ensure the health and safety of all students, we require parents/guardians to provide the following information on the Emergency Contact form:

- An up-to-date emergency contact number, which must be answered at all times.
- Any medical needs or conditions relevant to the child.
- The name and contact information of the child's GP.

This information will enable us to quickly inform medical professionals of any allergies or specific medical needs should the need arise.

## **Medication and Injuries:**

Students who require medication must keep it with them at all times during classes and must inform the teacher of its presence.

In the case of an injury, the teacher must be notified immediately.

If an injury occurs before an exam, the exam board's rules will apply.

Students should maintain warmth between classes to prevent injury and stay hydrated and energized with healthy meals or snacks before and after classes.

It is essential that the teacher is kept informed about the nature of the injury and is updated regularly.

## **Equal Opportunities**

HADAPA is committed to providing a safe, inclusive environment where all children, regardless of their age, culture, disability, gender, language, racial origin, religious beliefs, and/or sexual identity, have the right to protection from abuse. Special consideration is given to those particularly vulnerable, and their needs are taken into account. We encourage parents to ensure that their child understands the importance of embracing differences, especially when interacting with children who may have disabilities. Parents/guardians are welcome to discuss any matters concerning their child with us to ensure a positive and inclusive experience for all.

## **Data Protection (GDPR) Policy**

By entering HADAPA and completing/signing the Emergency Form, parents/guardians are providing consent for HADAPA to collect and store personal details as outlined below:

### **- Permission for Data Storage:**

Personal details provided via the Emergency Form and database will be used to ensure the safety of the student and to keep parents informed through contact details listed on the form (e.g., email or phone).

### **- Confidentiality:**

Data held by HADAPA will not be shared with any third parties. HADAPA staff are not authorized to disclose any information about other students to parents/guardians.

### **- Secure Storage:**

Emergency details are strictly confidential and retained by HADAPA only. The Principal is responsible for storing data in a secure, protected manner, and only emergency contact details are available to teachers and staff for emergency purposes.

### **- Retention and Disposal of Data:**

Data is retained only for as long as necessary and will be securely destroyed or disposed of once no longer needed.

### **- Data Sharing:**

Any forms requiring data sharing for specific purposes (e.g., with exam boards or licensing authorities) will be presented to parents for completion and approval.

### **- Safeguarding:**

In cases where a child's safety or life is at risk, emergency services or child welfare authorities may be provided with the necessary details.

### **- Photo Consent:**

Parental consent will be requested for any photos including identifying names that may be used for HADAPA's publicity.

While HADAPA takes reasonable measures to maintain privacy within the studio, we cannot be held responsible for any data or personal information shared by parents or others on social media. If a parent observes inappropriate sharing of personal data, we encourage them to address the matter directly with the individual and inform the school accordingly.

## **Health and Safety / Safeguarding (Child Protection)**

HADAPA is committed to maintaining a safe and healthy environment for all students, staff, and visitors. We take appropriate measures to minimize accidents and hazards; however, we cannot be held responsible for injuries that may occur on the premises. By signing the emergency contact form, parents/guardians acknowledge that they understand the physical nature of dance and that, while rare, injuries may happen.

### **- Venue Rules**

Students must be supervised at all times when entering or leaving the venue. The car park is not a playground, and activities such as riding scooters, skateboards, or roller skates are prohibited within the building or parking area.

The venue enforces a No Smoking, No Drugs, and No Alcohol policy. Any individual found using drugs or alcohol on the premises will receive a verbal warning, and parents will be notified if the student is under the age of 18.

### **- Safeguarding Commitment:**

HADAPA takes safeguarding very seriously. If we believe that a student is at risk or experiencing harm, we will take appropriate action following safeguarding protocols.

Please review the full Health and Safety, Safeguarding, and Fire Regulations on our website, as well as our Safety in a Dance Studio policy for further details.

This document has been prepared to ensure the safety, well-being, and privacy of all our students, and we appreciate your cooperation in maintaining these standards.

At Hertsmere Academy of Dance & Performing Arts, we are dedicated to teaching life skills and providing students with the best possible foundation for their future. We greatly value your patronage and ongoing support, and we would like to express our sincere gratitude for choosing us as your child's provider of Dance & Performing education.