**Pointe2Pointe Policies**

The following policies are attached:

* ***Pointe2Pointe Disclaimer***
* ***Pointe2Pointe Code of Conduct***
* ***Pointe2Pointe Fees Policy***
* ***Pointe2Pointe Privacy Policy***

**Pointe2Pointe Disclaimer**

You understand that:

* Pointe2Pointe strives to provide a safe environment in which to undertake its scheduled activities.
* Your child/you participates in Pointe2Pointe activities at their/your own risk and therefore no responsibility will be placed upon Pointe2Pointe.
* You are responsible for ensuring that your child/you is medically fit to participate in Pointe2Pointe activities.
* Pointe2Pointe accepts no responsibility for accident or personal injury caused due to personal negligence.
* In the case of accident or personal injury, Pointe2Pointe may obtain and/or administer any emergency First Aid or medical treatment which, in the opinion of Pointe2Pointe is reasonably necessary.
* In the case of accident or personal injury, all medical and/or ambulance costs will be your responsibility.
* Some physical contact may be necessary by members of the faculty to demonstrate exercises, correct technique, administer first aid, measure students for costumes, try on costumes, etc.
* Pointe2Pointe accepts no responsibility for any students outside of their class start and end times, as specified in the ***Class Schedule***.
* Pointe2Pointe accepts no responsibility for lost, misplaced, stolen or damaged personal belongings/valuables. These are the sole responsibility of their owners.
* Enrolment at Pointe2Pointe is not valid until an online ***Enrolment Form*** has been submitted, along with payment of the annual ***Administrative Fee***. The online Enrolment Form requires your child/you to acknowledge that they/you have read, understood and agree to abide by Pointe2Pointe’s ***Code of Conduct***, ***Fees Policy***, ***Privacy Policy***, ***Dress Code*** and this ***Disclaimer***.
* In accordance with Pointe2Pointe’s ***Fees Policy***, fee payments must be up to date. If fees are not paid by their due date, your child’s/your enrolment in classes will be cancelled.
* All choreography for performances, including class routines, troupes and solos, duos and trios, remains the exclusive property of Pointe2Pointe. Permission from the Director is required for the public use of any Pointe2Pointe choreography, including eisteddfods entered on the student’s own accord, demonstrations at schools, etc. Use of Pointe2Pointe choreography in performances or classes at other dance schools will result in immediate expulsion.
* Your child/you may be photographed and/or filmed during classes, rehearsals, performances, other scheduled activities, etc. These photographs/films are the property of Pointe2Pointe and may be used for promotion purposes (e.g. published on the Pointe2Pointe website, in Pointe2Pointe newsletters, etc.). Personal filming and photography of classes, performances and other events are strictly prohibited due to copyright and privacy regulations.

When you submit your online Enrolment Form you acknowledge that you have read, understood and will abide by this Disclaimer.

**Pointe2Pointe Code of Conduct**

You understand that:

**Enrolment and Administrative Fee**

1. All new and existing students must formally enrol each year, prior to participating in classes. Each student must submit a separate online ***Enrolment Form***.

2. All students are required to pay an annual ***Administrative Fee***. This fee is non-refundable.

**Fees**

3. In accordance with Pointe2Pointe’s ***Fees Policy***, all fees and charges must be up to date. Outstanding fees and charges result in cancellation of students’ enrolment.

**Dropping Off and Picking Up**

4. Students are to arrive no earlier than 10 minutes before their class and are to be picked up no later than 10 minutes after their class. Younger students arriving early must be supervised. Pointe2Pointe is not responsible for students outside of class start and end times, as specified in the ***Class Schedule***.

5. Parents/Guardians must come to the door to pick up all students under the age of 18. No student will be permitted to leave the studio without a parent/guardian - this is a matter of safety. Pointe2Pointe is not responsible for students outside of their class times, as specified in the Class Schedule.

6. If a student needs to be excused from class early, parents/guardians must make prior arrangements with the teacher and come to the door to pick up their child.

**Warming Up**

7. All students are required to warm up prior to class to avoid injury.

8. Pointe2Pointe provides all students with a ***Warm-Up Guide*** appropriate to their age and ability. Students under the age of 13 should be supervised by a parent or senior student.

**Attire and Accessories**

9. Students must be appropriately attired in accordance with Pointe2Pointe’s ***Dress Code***.

10. All shoes, accessories, dance bags and personal clothing must be labelled appropriately. Pointe2Pointe is not responsible for any lost, misplaced or stolen items.

11. All lost property will be placed in the Pointe2Pointe ***Lost Property Box*** and stored at the studio. All unclaimed items will be donated to a local charity at the end of each term.

**Attendance and Absence**

12. Regular attendance is essential for the progress of the entire class, particularly Performance Company classes. Fellow students will not be expected to assist irregular attendees to catch up.

13. Where possible, parents should notify Pointe2Pointe in advance of a class absence, especially where the student is a member of the Performance Company.

**Behaviour in Class**

14. Students must act appropriately during class and show respect for their teacher and fellow students so as not to disrupt the class. Parents will be notified if their child is misbehaving or causing a disruption during class.

**Behaviour in the Studios and at Theatres**

15. Students must act appropriately in the foyer, bathrooms and change room areas. Students who deface or damage studio property will be charged for cleaning, repair, replacement, etc.

16. Theatres and other studios have their own policies and procedures. Pointe2Pointe expects all students to strictly adhere to these whilst at such premises. Students who deface or damage the property in other studios or theatres will be charged for the cleaning, repair, replacement, etc.

17. Mobile Phones are not permitted in class. All mobile phones must be switched off upon arrival at the Pointe2Pointe studios.

**Food and Beverages**

18. Appropriate healthy snacks are permitted in the studios – chewing gum is never permitted.

19. All students must bring a drink of water to class. Only water is permitted and it must be contained in an appropriately labelled drink bottle with a lid.

**Personal / Valuable Items**

20. Personal items and/or valuables, including wallets and mobile phones, are not permitted in class or at the studios. Pointe2Pointe is not responsible for lost, misplaced, stolen or damaged items.

**Parent and Family Viewings**

21. Parents and family members are not permitted in class as this creates a distraction for the students who need to focus on their teacher’s instructions.

***Note****: The only exception to this rule is for the Tiny Tots and Pre-Primary Dance Class where parents are permitted to stay for the first week of Term One – just while the students settle in to the new environment. Parents only please – no other children, etc.*

22. Occasionally, parents and family members will be invited to view aspects of the classes by the teachers - generally during the last ten minutes of class.

23. There are to be no distractions during viewings. If there is a disturbance or distraction to the class, teachers will request that parents and family members leave - this includes mobile phone calls.

24. It may be necessary for parents to attend classes prior to an eisteddfod or examination to take notes or listen to announcements/demonstrations. The Director will advise when these circumstances apply.

**Discussions with the Director**

25. Out of respect for students who are waiting for their class to commence, parents and students should not approach teaching staff between classes but rather, direct all enquires to the Director. The preferred approach is for parents to email or call the Director.

**Copyright**

26. All choreography for performances, including class routines, troupes, solos, duos, trios, etc. remains the exclusive property of Pointe2Pointe.

27. Permission from the Director is required for the public use of any Pointe2Pointe choreography, including eisteddfods entered on the student’s own accord, demonstrations at schools, etc.

28. Use of Pointe2Pointe choreography in performances or classes at other dance schools will result in immediate expulsion.

29. Filming and photography of classes, performances and other events are strictly prohibited due to copyright and privacy regulations. Wherever possible, Pointe2Pointe will provide filming and photography services.

**Annual Concert Costumes**

30. Students will be measured for costumes for the Annual Concert in approximately mid-July. The two instalments for costumes must be paid by the due dates otherwise the student will not be permitted to participate.

31. Costumes do not include the required tights, shoes or other necessary accessories.

**Other Commitments**

32. Pointe2Pointe respects your right to have other commitments. As a courtesy, please advise the Director of your other commitments, prioritise your commitments to Pointe2Pointe events, and at all times, respect the privacy of Pointe2Pointe as a business (including compliance with privacy and copyright requirements).

When you submit your online Enrolment Form you acknowledge that you have read, understood and will abide by this Code of Conduct.

**Pointe2Pointe Fees Policy**

You understand that:

* All fees and charges are non-refundable, unless in the event of emergency circumstances for which appropriate documentation is provided.
  + ‘Fees and charges’ include, but are not limited to: Term Fees, Private Lesson Fees, Costume Instalment Payments, Exam Fees, Performance Entry Fees, Workshop Costs, Additional Lessons Costs, Deposits, etc.
* The annual Administrative Fee is payable upon commencement is non-refundable.
* Invoices for Term Fees are made available in the Customer Portal of our website in Week 1 of each term, or upon submission of your online Enrolment Form thereafter.
* Payment is via the PayRix payment platform – invitations to create an account are provided upon enrolment.
* Instalment payment are available for students with term fees totalling $500.00 or more. Contact the Director to establish an Instalment Payment arrangement.
* Students with outstanding invoices will not be permitted to participate in the Annual Concert, enter examinations, enter eisteddfods, participate in Performance Company events, etc.
* Failure to settle an invoice within 30 days of receipt will result in the cancellation of the student’s enrolment, unless alternative payment arrangements are made with the Director.
* No discounts or refunds are provided for missed classes resulting from Public Holiday closures.
  + Students are welcome to take a ‘make up’ class.
* No discounts or refunds are provided for missed classes - overhead costs continue regardless of attendees.
  + If a student is likely to miss four consecutive weeks of classes in a term, some consideration may be given to reducing the Term Fees for that term provided the Director is consulted two weeks prior to commencement of the term in which the absence will occur.
* No discounts or refunds are provided for missed Private Lessons - overhead costs continue regardless of attendees. Similarly, Private Lessons are not rescheduled.
* Pointe2Pointe does not accept cash, direct EFT deposits or cheques. All payments are made via the PayRix payment platform.
* Pointe2Pointe offers one trial class to all new students at a cost of $10.00 per class. Payment is required in cash on the day. Payment will be reflected on your invoice as a discount.

When you submit your online Enrolment Form you acknowledge that you have read, understood and will abide by this Fees Policy.

**Pointe2Pointe Privacy Policy**

You understand that:

* Pointe2Pointe collects a range of "personal information" in order to carry out its business. "Personal information" is essentially information from which you can be identified. This Privacy Policy explains Pointe2Pointe’s approach to the handling of personal information, and how we comply with our privacy obligations
* Your privacy is important to Poine2Pointe.
* Pointe2Pointe is bound by the *Privacy Act 1988 (Cth)* and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)* in relation to the personal information you provide, and gives effect to these laws by adhering to the Australian Privacy Principles when dealing with your personal information.

**What Information Pointe2Pointe Collects**

* In the course of our functions and activities, Pointe2Pointe collects personal information from enrolled students and their parents/guardians, people requesting information about Pointe2Pointe’s services, employees, contractors and people and organisations we do business with.
* The information we collect generally includes your name, date of birth, email address, postal address, telephone contact details, emergency contact information and financial information (including information about payment or non-payment of fees). Information relevant to your relationship with us may also be collected, such as your class level and previous class enrolment details.
  + This information is gleaned from the online Enrolment Form you complete prior to participating in classes at Pointe2Pointe, and from people who email, call or attend our studios to discuss enrolment.
* Pointe2Pointe collects health information, which is a sensitive form of personal information. This is collected with the consent from the individual.
  + Pointe2Pointe does not collect any other sensitive information, which includes information about a person's racial or ethnic origin, political or religious beliefs, sexual orientation or professional memberships.
* Pointe2Pointe also collects business contact information from and about our suppliers and other people we do business within order to manage our business affairs.
* Pointe2Pointe also collects employee information for human resources purposes.

**How Pointe2Pointe Collects this Information**

* We collect personal information directly from you, or from a person acting on your behalf, when it is provided as part of the enrolment process. Similarly, we collect information from telephone, email and written communications we have directly with you.
* We also receive the personal information of customers booking for our events from ticketing agencies who sell on our behalf. The personal information obtained from these sources is not used for marketing purposes unless permission has been obtained from the customer.

**Why Pointe2Pointe Collects this Information**

* Pointe2Pointe uses the information it collects to conduct its business (ie. to provide dance class services, process enrolment applications, administer accounts, charge fees and to communicate with our members and business contacts).
* In addition, unless you ask us not to, we may use the information to update you about Pointe2Pointe activities and events such as programmes and services, performances and other special events.
  + If you would like to unsubscribe from any communications, please contact Pointe2Pointe at [admin@pointe2pointe.com.au](mailto:admin@pointe2pointe.com.au) or 0405 620 582.
* Pointe2Pointe does not provide updates in the form of special promotions, newsletters and other marketing material from other people and organisations we do business with.

**Disclosure of Personal Information**

* Pointe2Pointe understands the importance of keeping your information private, and only discloses your personal information to third parties in certain circumstances. Organisations to which we usually disclose information include:
  + service providers that assist us with certain functions and activities, such as the Australian Teachers of Dancing Ltd. for examination purposes or eisteddfod organisations for entry purposes (in all cases we impose appropriate privacy obligations on the service provider), and
  + government and regulatory authorities and other organisations, as required or authorised by law.
* Where personal information is disclosed, Pointe2Pointe will take all reasonable steps to ensure third parties use this information in accordance with the Australian Privacy Principles.
* Pointe2Pointe does not otherwise provide your information to third parties for use in marketing their own products and services to you.
* Pointe2Pointe does not disclose personal information to overseas recipients for any purpose.

**Management of personal information**

* Pointe2Pointe takes reasonable steps to ensure that all personal information held by the organisation is kept securely, both in a physical and electronic form, and to protect the information from unauthorised access, modification and disclosure, and from loss and misuse.
* Pointe2Pointe does not store any personal information offshore.
* Pointe2Pointe takes reasonable steps to ensure that personal information which is no longer required for any lawful purpose is destroyed or permanently de-identified. However, some personal information may be held for a specific period of time due to statutory requirements.

**Access to and Correction of Personal Information**

* You may access information about you held by us (subject to some exceptions allowed by law). For details and access to this information please contact Pointe2Pointe at [admin@pointe2pointe.com.au](mailto:admin@pointe2pointe.com.au) or 0405 620 582.
  + For security reasons, you may be required to put your request in writing.
  + Pointe2Pointe will endeavour to process such requests within one month of receipt of the request.
  + A fee may be charged for the administration of information provision.
* Pointe2Pointe takes reasonable steps to ensure that all personal information we collect, use or disclose is accurate, complete and up-to-date.
  + If you believe your information holds errors or information is missing, please contact Pointe2Pointe at [admin@pointe2pointe.com.au](mailto:admin@pointe2pointe.com.au) or 0405 620 582 and we will endeavour to correct or add the information as soon as possible.

**Anonymity and Pseudonymity**

* In accordance with the Australian Privacy Principles, you may, where practicable, deal with Pointe2Pointe anonymously or using a pseudonym.
  + However, full name, date of birth, heath information and emergency contact information is preferred in the event you fall ill and require medical assistance.

**Electronic Security**

*Website Security Policy*

* Our website uses up-to-date technology to maximise the security of your personal information.

*Email and/or SMS Marketing*

* Pointe2Pointe will not email or SMS you marketing material without your prior consent, pursuant to the *Spam Act 2003*.

*Display Advertising*

* Pointe2Pointe does not use display advertising.

*Cookies*

* Pointe2Pointe does not use cookies to inform, optimise, and display relevant advertisements based your past visit history to our website.

*Credit Card Security*

* Pointe2Pointe does not accept any payments by credit card. As such, no financial information is collected to execute purchase transactions.

**Queries, concerns, complaints?**

* If you have any questions or concerns about how we deal with your personal information, please contact Pointe2Pointe at [admin@pointe2pointe.com.au](mailto:admin@pointe2pointe.com.au) or 0405 620 582.
* If you believe that Pointe2Pointe has breached your privacy rights in any way, or you would like to discuss any issues about our Privacy Policy please contact Pointe2Pointe.
  + Pointe2Pointe will endeavour to satisfy any questions or concerns that you have within ten business days.
  + Pointe2Pointe contact details:
    - Telephone: 0405 620 582
    - Post: PO Box 750 Mitchell ACT 2911
    - Email: [admin@pointe2pointe.com.au](mailto:admin@pointe2pointe.com.au)
* If we cannot address your concerns to your satisfaction you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC).

**Need More Information?**

* If you would like more information about privacy and the Privacy Act (including the Australian Privacy Principles), you can access the Office of the Australian Information Commissioner’s website at [www.oaic.gov.au](http://www.oaic.gov.au)

*Pointe2Pointe may change this Privacy Policy at any time | This Privacy Policy was last updated in January 2022*

When you submit your online Enrolment Form you acknowledge that you have read, understood this Privacy Policy.