

## 2026 C5 DANCE STUDIO TERMS & CONDITIONS

### 1. Enrolment:

- Enrolment at C5 Dance Studio is for a full calendar year that align with the New South Wales School Terms. C5 will operate for 38 weeks in 2026 your enrolment is for a full year.

- By signing C5 Dance Studio's terms and conditions, you acknowledge that you are entering into a legally binding contract.

- Registered students of C5 cannot attend other dance schools and remain a student of C5, only in the event that it is a style that we do not offer I.e Ballroom will this be accepted. This does not include holiday workshops.

### 2. Enrolment Finalisation:

- To secure your child's place at C5 Dance Studio, you must complete the following:

a. Sign the terms and conditions upon registering.

b. Pay your registration fee within 3 days via the try booking link using the registered parents name.

c. Set up your parent portal and debit details prior to starting classes.

### 3. Codes of Behaviour:

- Instant enrolment termination: C5 Dance Studio does not tolerate any form of abuse, intimidation, threats, rudeness, passive aggression, coercion (both written or verbal).

- C5 Dance Studio reserves the right to cancel your account and your child's enrolment if you, as the parent/guardian or student, breach the codes of behaviour.

### 4. Parent/Guardian's Conduct:

- If one parent or guardian breaches the codes of behaviour, C5 Dance Studio has the right to cease contact with that person.

- The person in breach will not be allowed on C5 Dance Studio's premises and may not be welcome at shows or concerts.

- Another parent, guardian, or relative will be required as the point of communication.

### 5. Acceptance of Enrolment:

- C5 Dance Studio may decline your enrolment for the new year if you, as the parent/guardian or student, have behaved in a manner that does not align with C5 Dance Studio's code of behaviour and culture.

### 6. Child's Participation and Concert Participation:

- By signing up your child for dance classes, you confirm that your child wants to dance and be an active participant in class. If you do not wish to participate in the concert you must let admin know asap. If you do not contact us costume fees will be applied to your invoice and are non refundable.

By signing this agreement you are aware of the classes that do not have concert routines I.e acro, or the prerequisites required for classes like RAD Ballet.

- C5 Dance Studio will hold one or two identical end of year concerts. In order for students to take part in the end of year concert it is compulsory that they attend both shows. We cannot assist students who can only attend one show.

#### 7. Assumption of Risk:

- Dance is a physical activity with inherent risks.  
- C5 Dance Studio and its faculty are not responsible for any injury that may occur during a lesson but will do our best to assist any student in need of care and will contact parents according to the level of injury.

#### 8. Traffic and Road Rules:

- C5 Dance Studio operates in a residential area, failure to follow our road and parking policy will lead to instant enrolment termination. It is the enrolling persons responsibility to inform all persons doing drop off or pick up.  
- You agree to abide by traffic and road rules, including following the C5 Dance Studio drop off/pick up procedures as outlined in the C5 Dance Studio welcome booklet. Not limited to; no parking on grass, no parking in residential private spots, no speeding, no doubling parking, no stoping the flow of traffic, no headlights into neighbours properties.  
- You will also be respectful to The Coast Centre Building and residential buildings, cars, belongings, and the people that occupy them.

#### 9. Timeliness and Pick-up:

- For the safety of your child, you must be on time for pick-up.  
- If you have not arrived within 10 minutes of the end of class, your child will be instructed to go to reception. Please not pick up is 5 minutes after the finish of your lesson.

#### 10. Communication and Instructions:

- It is your responsibility to inform all individuals who may drop off or pick up your child about the specific street and studio your child will be using, as well as the time.  
- You must also inform them that they cannot be rude to any C5 staff if they require assistance or are misinformed. Any rude behaviour could result in your child's termination at C5.

#### 11. Drop off/Pick up Procedures:

- C5's drop off/pick up procedures are designed to alleviate congestion, accommodate narrow streets, and respect neighbours.  
- Your cooperation in this process is appreciated if you wish for your child to attend class.

#### 12. Communication and Patience:

- C5 Dance Studio is a small business and does not operate like a large corporation.  
- As a parent or guardian, it is your responsibility to stay updated with information, drop off/pick up procedures, and contribute positively to the school's culture.

- Please be patient when contacting administration or accounts, as they work part-time hours, and when waiting to speak with reception.
- The C5 admin team CANNOT assist families with personal matters, divorces or scheduling, conflicts in your schedule with personal or external commitments, personal choices that impact your dance classes, personal matters unrelated to your child's dancing lessons.
- The C5 admin team cannot be used as a personal assistant or concierge service, parents are not paying for personal assistance regarding information, it is the parent's responsibility to read and stay up to date with information.

### 13. Fee Payment:

- Fees are to be paid either fortnightly via direct debit or up front prior to the start of each term.

Fees are paid in a pro rate system. Families starting later in the year will have their accounts created based on the remaining weeks left of the year.

- Families who wish to pay up front each term, must enter their debit details into the parent portal, if upfront fees are not paid in time be set up for debits.

- Regardless of your child's attendance, fees are to be paid to continue your placement.

### 14. Account Responsibility:

- The registered parent or guardian is responsible for the account.
- C5 Dance Studio will not assist split families with fees, and it is the responsibility of the parents/guardians to make their own arrangements personally.

### 15. Fee Payment and Attendance:

- If you fall 2 weeks behind in your fees, your child will be unable to attend class until fees are up to date. Fees must be up to date in order to participate in shows, exams and concerts.
- There is no refund, credit, or transfer for classes that you do not attend.
- Your account will not be paused or credited if you choose to take holidays or time off during the dancing term.

### 16. Fee Debit and Details:

- Fees will be debited on the first Wednesday of each term. Please see fees document for exact dates and schedule, it is your responsibility to have the correct funds available.
- It is your responsibility to keep your bank account or card details up to date.
- Direct companies charges a service fee per transaction this fee is passed on to the customer
- Direct debit companies charge a dishonour fee if funds are unavailable or if your details have changed and you have not updated them. This fee is not from C5, Ezidebit charge over \$20 per failed debit.

### 17. New Parent Account Commencement:

- If you are a new parent to C5 Dance Studio, your debit account will not commence until after your second week.

- During this time, you must confirm your classes in writing to [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au).
- Your remaining fees will be divided by the remaining weeks left of the year.

#### 8. Withdrawal Notice:

- If you wish to withdraw your child from a class or from C5 Dance Studio, you must provide two weeks' written notice to [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au).
- Debits will continue over this two-week period and will be stopped after this time, and your child can still attend class during this time. If you make payment up front there is no refund if you withdraw but your child is welcome to see out the remainder of the term.

#### 19. Withdrawal for the Next Term:

- If you do not wish for your child to continue in the following term, you must contact [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au) by the end term before school holidays for your debits to be stopped.

#### 20. Active or Creative Vouchers:

- C5 Dance Studio no longer participates in this program.

#### 21. Email/Account Details:

- It is the parent/guardians responsibility to check their junk folder for invoices and emails and to keep their account details up to date via the parent portal or contacting [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au)

#### 22. Class Cancellation and Credit:

- In the rare event that C5 Dance Studio cancels a class, your account will be credited in the following term.
- If you withdraw before this time, you forfeit the credit.

#### 23. Replacement Class or Forfeiture:

- In the rare event that C5 Dance Studio cancels a class in term 4, a replacement class will be offered on a Friday or Sunday afternoon/evening, or possibly an extended class time.
- If you cannot attend the replacement class, you will forfeit this lesson.

#### 24. Lockdown or Pandemic:

- In the rare event of a lockdown or pandemic, classes will move online and follow the same timetable.
- Fees will remain the same if this takes place during the term, but if it continues into a new term, fees will be reduced by 25%.

#### 25. Changes in Timetables, Procedures, and Fees:

- C5 Dance Studio has the discretion to make any changes necessary to timetables, procedures, or fees in the event of a lockdown/pandemic.

#### 26. Non-Attendance and Account Cessation:

- No refunds, credits, or fee transfers are issued if your child does not attend class.
- Your account will cease once four weeks' notice has been issued in writing to [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au).

#### 27. Account Pause or Credit for Major Illness or Injury:

- Only in the event of major illness requiring hospitalisation or major injury requiring surgery requiring four or more weeks of recovery, your account will be paused or credited in the following term for the time they have off.

#### 28. Attendance with Broken Bones or Similar Injuries:

- If your child has broken bones or injuries of a similar nature, they should still attend class to watch and take notes, as they will still be able to learn with their eyes and understand the theory, choreography, and positions taking place in their lessons (if safe to do so).

#### 29. Understanding the Workload and Impact of Time Off:

- When your child has time off from class, it creates more work for the teacher.
- You should be patient with this process and understand that your weekly fees are not just for weekly classes but for your child's ongoing placement in the lesson and the planning and teaching that comes with it.

Taking time off during a term could impact your child's confidence, memory, level of ability, and growth, and this is not the fault of C5 Dance Studio or its teachers.

- Students are not eligible to participate in the concert if they have 5 or more weeks off in term 3 and are away for the 4 weeks prior to the concert in term 4.

#### 30. Costume Levy:

- A \$106 per class costume levy will be applied to your annual invoice. This fee is paid off throughout the year \$26.50 per term x 4 terms.
- If you withdraw from C5 Dance Studio during the year, you forfeit this money and the costume.
- If you wish to continue paying the costume levy in full for the remainder of the year and receive the costume, you must notify C5 Dance Studio in writing upon withdrawing.
- Costume fees are non-transferable and non-refundable, and no credit can be issued if you do not wish to continue.

#### 31. Catching Up on Costume Levy:

- If you start C5 Dance Studio at a later time in the year, you will be required to catch up on the costume levy once you confirm your enrolment.

#### 32. Concert Production Fee:

- A Concert Production fee of \$85 per family will be added to your term 4 invoice.
- This fee will cover a copy of the filming of the end-of-year concert, concert music license, stage rehearsals (including sound and lighting crew and C5 staff), any props or accessories required, and any additional rehearsals required.

- If C5 organises buses for students on concert day, parents will need to pay the amount to cover their Childs transport, this will not be covered in the production fee.

### 33. Uniform and Grooming Requirements:

- C5 Dance Studio is a uniformed dance studio, and your child must wear the correct uniform and shoes in each class in order to attend.
- Required uniform and grooming can be found in the C5 Dance Studio welcome booklet or on our website from January 20th 2026.

### 34. Food and Water:

- Your child must bring water to all classes, but no food is to be brought to the school unless they attend 3 or more hours of dancing on one day.

### 35. No Nuts or Chewing Gum Policy:

- C5 Dance Studio has a strict no nuts or chewing gum policy.

### 36. Behaviour and Safety:

- Your child and any family or friends that enter C5 Dance Studio cannot cause physical, emotional, or mental harm to any other student or their family members or cause damage to anyone's personal property or damage to C5 Dance Studio property or The Coast Centre.

- Adults cannot approach any students of C5 Dance Studio, and if you are concerned for another child's well-being, you will immediately seek out a staff member. Only in the event that you have a relationship with the child and their family, can you assist them if it is safe to do so.

### 37. Restricted Areas and Parent/Guardian Access:

- Parents, guardians, additional friends, or family cannot enter the classroom, hallways or building unless it's an emergency. Parents and guardians are welcome on the balcony if it is to visit reception but cannot stay on the balcony or stairs after this time.

- These rules are in place to enhance class productivity and student safety.

\*If you wish to view a lesson please speak to reception who will personally take you to a viewing area. This is for any parents who have any concerns or who would like to check on their Childs wellbeing or progress, we cannot accommodate viewing to groups due to safety reasons.

### 38. Selective Performance Groups and Special Routines:

- The C5 Dance Studio selective performance groups, special routines, or events are by selection only and are a privilege, not a right.

- You cannot harass or abuse teachers or staff if your child is not selected, this will lead to termination of your enrolment.

### 39. Promotion of a Supportive Environment:

- C5 Dance Studio does not wish to indulge in gossip, bringing down others, or have members who are not supportive of the culture we are trying to create or be

happy for fellow students and the school. If you are unhappy with our service you have the right to leave.

- You are expected to do your part in not taking part in this behaviour.

#### 40. Zero Tolerance for Bullying:

- C5 Dance Studio has a strict zero tolerance policy towards bullying of students or staff.

- You must inform your child/children about this policy. Bullying is an ongoing form of mental health harm and will not be tolerated.

#### 41. Behaviour and Disruptive Behaviour:

- C5 Dance Studio is a dedicated dance school and not an after-school minding service or activity.

- While the C5 staff do not expect children to be of an elite level, ongoing talking or disruptive behaviour that takes up spots and class time is not allowed.

- Teachers will try to address this in class, and if there is no improvement, parents will be contacted.

- If the behaviour continues to disrupt others, the student may be asked to change classes, decrease the amount of classes, or be asked to cease attending.

#### 42. Reporting and Concerning Behavior:

- It is important that your child reports any concerning behaviour from a teacher/staff member, student teacher, or fellow student to you as the parent or a safe teacher.

- This includes but is not limited to poor language, threats, intimidation, or uncomfortable or unwelcome touch.

- Once a parent is aware of this behaviour, it is important to report it immediately.

#### 43. Physical Touch and Consent:

- Dance, especially acrobatics and ballet, may require the physical touch of a teacher to assist students with holding a position, activating the correct muscles, and finding correct alignment.

- In most scenarios, a teacher will ask first or indicate what they are doing to help the child feel comfortable or safe.

- For safety reasons, a teacher may need to jump in to catch a child before falling or to assist in moving through a movement like a walkover.

- Parents are requested to assist in educating their child on what is safe touch and what is inappropriate.

- C5 Dance Studio takes this very seriously and will educate students throughout the year.

- If you do not wish for your child to be assisted with touch, they cannot attend acrobatics, and you must notify [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au) so that all teachers can be informed.

#### 44. Social Media Opt-Out:

- You must notify [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au) in writing if you do not wish for your child to appear in social media photos or videos.

45. Filming and Photography during classes or events:

- You must try to limit any filming or photography to your child only where possible.

46. Photography and Filming for Special Events or Performances:

- If your child is selected for show group or a special event or performance, there will be public photography and filming from events and for C5 Dance Studio use.

47. Acceptance of Positions in the C5 Company or Special Events:

- If your child is selected for The C5 Company or a special event or performance, you cannot question positions.

- You understand that it is a privilege, not a right, to be a part of the extras C5 Dance Studio has to offer

- You will abide by the terms and conditions and understand any breach will result in loss of placement.

Teachers have full creative license to create the routines necessary for public performances that represent C5 Dance Studio.

48. Lost Property:

- C5 Dance Studio is not responsible for the loss of any personal belongings. Our team will place any lost items found in the box located on the balcony near reception on Ewing Street. Please do not contact our team to help you with lost property.

49. Personal Contact With Staff:

- Please do not contact C5 staff on any social media platforms, we have a dedicated team who work on administration and they can assist you better when all communication is the one place when they are clocked on to work.

General or New enquiries and customer assistance:

admin@c5dancestudio.com.au

Accounts: accounts@c5dancestudio.com.au

Preschoolers: littlies@c5dancestudio.com.au

50. The Future of C5 Dance Studio:

- I understand that C5 Management reserve the right to alter procedures if necessary for the betterment of it students, staff and the survival of the business. This can include but not limited to timetable changes, teacher changes, classes merged or canceled if class numbers are not feasible.

By signing below, you acknowledge that you have read, understood, and agree to abide by the above terms and conditions.

[Parent/Guardian's Signature]: \_\_\_\_\_

[Date]: \_\_\_\_\_

Child Safety Policy

# C5 Dance Studio

ABN 23314847597

Certificate of Currency BXLC-DCL-2016-004784

icare 19154920

[admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au)

30.01.2026

## **RISK MANAGEMENT STRATEGY FOR CHILD PROTECTION**

Policy with a statement of commitment to the safety and wellbeing of children and the protection of children from harm.

As a Dance School operator, we are a part of a community of care. We will employ teachers who will enjoy working with children to develop their skills and help them learn in a positive and supportive environment, we are committed to their safety and wellbeing. To ensure children and young people are kept safe from harm, we will conduct our business activities in accordance with the following risk management strategies. I will:

- Not support bullying or harassment by anyone to anyone, including among children
- Ensure that no visitors, parents of other children or outsiders have contact with the children, and
- Notify you if we are unable to teach your child/children.

## **CODE OF CONDUCT FOR INTERACTING WITH CHILDREN AND YOUNG PEOPLE**

As the business operator, my teachers and I will:

- Foster mutual respect between myself, staff, children and young people regardless of cultural identity and cultural practices/behaviour
- Understand children and young people, their ages, stages of development, special circumstances and special needs
- Use language which is age/stage appropriate, clear, non-threatening and non-sexual
- Use physical contact only where it is completely necessary to help assist a child with learning. Willingly listen to a child or young person's concerns/issues/difficulties.
- Willingly use a variety of methods to motivate child

- Openly listen to parent/child suggestions, feedback and complaints.

**Children also have responsibilities. They will demonstrate:**

- Willingness to learn
- Willingness to listen and receive instructions
- Respect for other children, young people and adults who may be waiting for lessons.
- Safe and appropriate behaviour while waiting for lessons to commence, and
- Responsibility for appropriate behaviour and reporting inappropriate behaviour and unsafe situations or harm.

**Parents and caregivers should:**

- Feel welcome and safe whilst at the school.
- Raise any issues or concerns with me, the studio coordinator or administration. Admin@c5dancestudio.com.au
- Drop off and pick up child in a timely fashion, leaving the child in my teams care only
- Accept feedback regarding child's progress
- Provide the necessary resources/materials relevant to the activity as requested
- Alert me to any concerns as soon as they arise when possible
- Work with me to ensure their time and money is well spent, and
- Be aware that personal information will be treated confidentially and privacy will be respected.

**As the sole business operator, I have the right to:**

- Cease my business activities with a child or young person who is consistently non-compliant or obstructive, in which case the parent/guardian will be contacted immediately
- Raise any concerns I may have with child and/or parent
- Expect that child/parent make concerns known to me or a member of the team as soon as they arise so that a resolution can occur as quickly as possible
- Allow only a parent, guardian or other nominated person to pick up a child from my place of business, and
- Report disclosures and suspicions of harm (as detailed below).

**Children and young people have the right to:**

- Feel safe & not to participate in high risk activities
- Be listened to

- Be involved in decisions that affect them
- Have their cultural values respected
- Have their best interests considered
- Be respected
- Be understood
- Be free from harassment, bullying or abuse of any kind, and
- Ask if they don't understand something.

### **Parents and caregivers have the right to:**

- Receive regular feedback on your child's progress
- Ask questions or raise concerns about my business activities or your child's progress
- Make complaints as per the procedures outlined below.

### **Procedure for making complaints**

If you have a concern or complaint, please contact [admin@c5dancestudio.com.au](mailto:admin@c5dancestudio.com.au) as soon as possible so we can respond to any and all concerns. Arrange a time either at the beginning or end of the lesson or at a time convenient to both parties when there is sufficient time to discuss any issues. Ensure only relevant parties are present when a complaint is being discussed. If possible, it should not be discussed within hearing range of the child or young person.

### **Recruitment, training and management procedures for staff**

As a sole business operator who hires contractors, employees and volunteers to teach and work with children; I will ensure all have the relevant documents not limited to WWCC and that teachers have the relevant training requirements, qualifications or industry experience.

Teachers and volunteers are required to follow the above code of conduct, help to provide a safe, positive, educational and professional dance experience.

### **Reporting guidelines and directions for handling disclosures and suspicions of harm**

If confronted with a disclosure of harm from a child or young person, I will respond professionally and in the best interests of the child or young person subjected to the alleged harm.

Reporting of disclosures and suspicions of harm will be made in accordance with procedures recommended by the Commission for Children and Young People and Child Guardian.

### **IN SUMMARY:**

- I will document the disclosure or suspicion of harm in a non-judgemental and accurate manner as soon as possible
- I will notify the Department of Child Safety if I suspect or am told that your child is being harmed at home
- I will notify the NEW SOUTH WALES Police Service if I suspect or am told that your child is being harmed outside the home
- I will notify the Department of Child Safety/NEW SOUTH WALES Police Service if I am concerned that your child is self-harming, and
- Any reports or documentation on disclosures of harm will be kept confidential and secure, with access strictly limited and on a 'need to know' basis.

### **Policy for managing breaches of the risk management strategy**

Changes to future classes

Termination of further teaching

Notification to external authorities if a breach is considered critical.

### **Breaches of this risk management strategy by parents/ carers or children, specifically in terms of breaching a code of conduct, may result in:**

- Changes to future session arrangements
- Termination of further tuition, and
- Notification to external authorities if a breach is considered critical.

I will review this strategy at least annually.

### **RISK MANAGEMENT PLANS FOR HIGH-RISK ACTIVITIES AND SPECIAL EVENTS**

Where a high risk activity (one requiring extra planning/ supervision) or special event takes place, parents/guardians will be provided with the relevant information regarding:

- The purpose of the event and its intended outcome for your child
- The venue
- The organiser's risk management strategy where possible/ relevant (if the event is to take place at a venue other than my place of business)

- Any potential risks unique to the special event and how they will be prevented

Location of venue and its reputation for conducting special events, bathroom locations, estimated attendance numbers supervision arrangements, and transportation arrangement.