

# CODE OF CONDUCT

- Punctuality** ~ Please ensure that you arrive 10 minutes prior to your lesson. Inform the office by sending a whatsapp message to 083 708 2649 if you are running late. Lessons will end at their usual ending times and the full rate will be charged.
- Warm Up** ~ It is in your best interest to warm up and stretch before your lesson starts. A good warm up can take anything from 6 - 20 minutes.
- Floor Etiquette** ~ Please walk around the dance floor to reach the bathroom or snack bar area.
- Quiet** ~ Please switch your cell phones to 'silent' and enter the studio without disturbing the students or teachers on the floor.
  - No running around and shouting allowed. Group class students to remain in waiting area until the dance floor doors open for their class.
- Food & Drinks** ~ Snacking during your lesson or chewing gum whilst on the dance floor is not allowed. Water bottles allowed.
- Dress Code** ~ Please ensure that you are dressed in proper practice attire with the correct dance shoes. Contact office to purchase or advise.
  - Hair to be tied up and away from the face. Long ponies to be put into buns please.
  - During rainy season please wear rain boots and change into your dance shoes in waiting area.
  - Do not walk onto the dancefloor with the same shoes you are wearing outside as sand etc can scratch and damage our wooden floor.
  - Wear your Phox Team T Shirt / Tracksuit / Jacket / Hoodie with pride to and from class.
    - Ballroom & Latin (Competitive):
      - Latin sandals, Ballroom slippers & Split Sole Dance trainers allowed.
      - Leggings & T shirts / Practice Dresses / Skirts allowed. No jeans, strapless tops or any skirt more than 4cm above the knee.
      - Leotards or proper dance pants to be worn under practice skirts / dresses
    - Hip Hop:
      - Leggings, Trackpants, Shorts, Phox T shirts and Vests.
      - Black and White High Top Converse Trainers with CLEAN soles. Do not wear your street shoes to class. Contact office to purchase or advise
- Booking & Rescheduling of Private Lessons** ~ All requests must be sent via email to [info@phoxdanceacademy.com](mailto:info@phoxdanceacademy.com) and will be seen to during office hours, not over weekends or holidays.
  - Only Management can authorise bookings and reschedule changes. *If your booking was not authorised by Management it will not be in the diary.* Please don't send any requests or changes to the Facebook page.
  - Please do not reschedule lessons with the Instructors.
- Business & Office Hours** ~ Our teaching hours are 10am - 8pm and our **Office Hours** are 10am - 3pm (Mondays to Fridays).
- Telephonic Communication** ~ 083 708 2649 or 083 2700 404
- Non Students** ~ Visitors are welcome with prior consent from the Studio Owner.
- Parental Observation** ~ We kindly ask parents to not sit in on lessons. For young kids with separation anxiety issues, contact the office to arrange a few initial observation sessions.
- Decorum** ~ We pride ourselves on having and maintaining great relationships with all our students and parents. Abusive behaviour towards the Owners, staff or other students will not be tolerated. If a parent has any issue with the studio, a teacher, competition, student, dance, costume, etc, please speak directly with the Studio Owner, to determine the appropriate way to handle the situation. Do not let it escalate, or cause a scene, by not properly addressing the issue. It is a terrible example to show children, and is not a healthy practice. Dance moms tv reality show dramas and subversive behaviour will not be tolerated.
- Social Networking** ~ (Facebook, Instagram, SnapChat, Twitter, etc.) is a personal choice, but not an appropriate place to spew negativity. It is NEVER acceptable to post negative comments about the studio, the owners, staff, students, competitors, or competitions, on any social network.
- Competitions** ~ We are a team. Students dance and compete under the name of the Academy and do the same under the umbrella of the Professional Organisation that the Academy belongs to; at events sanctioned by the Academy.
  - Please forward alternate competition event requests to Management for consideration. Parents are never to directly contact a competition. All communication between the studio and the competition will happen directly with the Studio Owner.
  - Choreography may be outsourced by us but the final decision of what is applied rests with Management and will be changed if Management deems necessary. All Choreography remains the intellectual property of Phox Dance Academy.
  - Students need to arrive at events in the appropriate Team attire and style of dress at the correct call time. Competition dress code applies.
  - Affiliation Fees, Registration, Competition and Exam Entry Fees, Costumes and Private Lessons for additional training needed over and above regular class times, in order to compete or do exams, are not included in the monthly fee structure.
  - A student will not be allowed to enter a competition without the consent of the Owner and Coach.
  - All fees need to be settled and be up to date in order for students to participate in any events or enter competitions and exams.
  - Attendance: No team member may miss more than 2 classes or practices running up to a competition. If a student arrives late, or leaves early, three times, it will count as one absence. Excused absences are very limited, but may include: contagious illness with a doctor's excuse, a death in the family, and certain school functions.
  - Affiliation Fees, Registration, Competition and Exam Entry Fees and all tour fees pertaining to local, national and international competitions are not refundable. This includes but is not limited to accommodation, transport and the studio, coach and administration fees.
  - The Academy's decision is final.

\*Disregard of our rules may result in the cancellation of your contract. We thank you in advance.

PRINT NAME..... on behalf of Minor .....  
ELECTRONIC SIGNATURE..... TODAY'S DATE .....2020