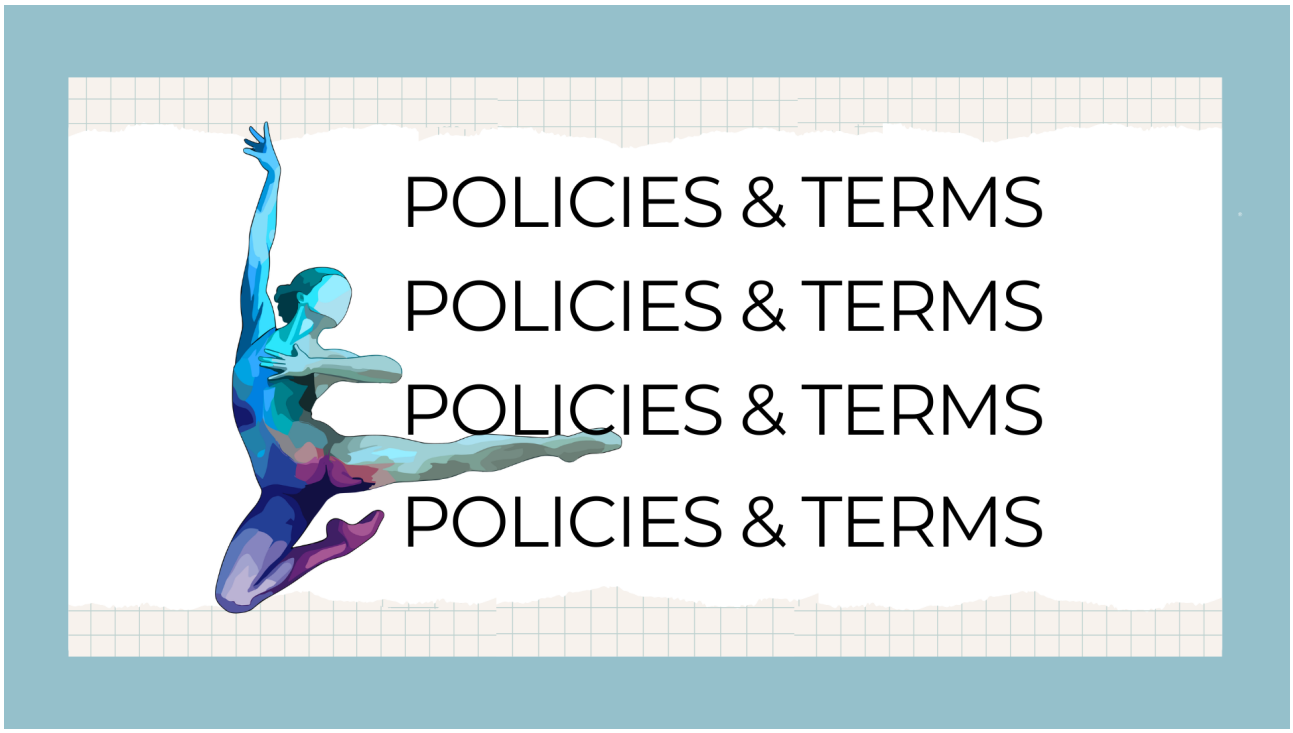
Providing a safe, respectful and inspiring environment for every student - from first steps to lifelong dancing.



This handbook is governed by the laws of the Republic of South Africa and should be read together with the annual fee schedule and any official notices issued by the Academy.

~ Welcome to Phox Dance Academy ~

Whether you're joining us as a young dancer, teen, adult, wedding couple or social dancer, we're delighted to welcome you to our academy community.

Our goal is to provide a safe, professional and inspiring environment where every student can learn, grow and enjoy the art of dance.

This Student Policies & Terms Handbook outlines the expectations, policies and procedures that help us maintain a positive experience for everyone. We encourage you to read it carefully, as it forms part of your enrolment with Phox Dance Academy.

Thank you for choosing to dance with us - we look forward to being part of your journey.

Sparkling Regards,

Roxane Renauld and Phil du Plessis

Founders

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1. Our Philosophy

Phox Dance Academy is committed to providing quality dance education within a supportive, respectful, and encouraging environment.

Our aim is to develop confident individuals through dance by encouraging:

- Respect for oneself and others.
- Commitment and personal responsibility.
- Teamwork and positive relationships.
- Creativity and self-expression.
- Confidence through achievement.
- A lifelong appreciation for dance and movement.

Every student is treated with dignity and respect regardless of age, ability, background, or experience.

Our programmes are designed to accommodate recreational dancers, social dancers, wedding couples, competitive dancers, and individuals pursuing dance for personal enjoyment, fitness, or professional development.

We believe that successful learning occurs through mutual respect between students, parents, instructors, and the academy.

2. Registration & Enrolment

2.1 Registration

All registrations are completed electronically through the academy's designated online registration system.

Enrolment is only considered complete once:

- the online registration has been submitted;
- these Policies & Terms have been accepted;
- all required information has been provided; and
- any applicable registration or lesson fees have been received.

Personal information collected during registration and throughout a student's enrolment is processed in accordance with the academy's Privacy & POPIA Policy, which forms part of these Student Policies & Terms.

Students are responsible for ensuring that all personal, contact, and emergency information remains accurate and up to date throughout their enrolment.

For students under the age of 18 years, registration must be completed by a parent or legal guardian.

2.2 Student Information

Students, or the parent/legal guardian of a minor student, are responsible for informing the academy of any:

- medical conditions;
- allergies;
- injuries;
- physical limitations;
- emergency contact changes; or
- any other information that may affect safe participation.

Failure to disclose relevant information may limit the academy's ability to respond appropriately in an emergency.

2.3 Enrolment Types

Phox Dance Academy offers a variety of programmes, which may include:

* Private dance lessons
* Group dance classes
* Wedding dance tuition
* Social dance programmes
* Ballroom and Latin dance instruction
* Children's dance programmes
* Teen dance programmes
* Adult dance programmes
* Workshops, masterclasses and special events

Specific programme requirements, pricing and attendance expectations may differ depending on the type of programme selected.

2.4 Changes to Enrolment

Requests to change programmes, lesson types or class schedules are subject to availability and must be approved by the academy.

Changes may not always be possible where classes have reached capacity or where timetables have already been finalised.

3. Fees & Payment Policy

Our fee structure has been carefully developed to ensure the continued delivery of professional instruction, quality facilities and exceptional learning experiences.

By enrolling at Phox Dance Academy, students agree to comply with the academy's payment policies.

3.1 Fee Structure

Fees vary depending on the programme or service selected and may include:

* Private lessons
* Group classes
* Wedding dance packages
* Workshops or special events
* Academy venue hire (where applicable)

Current pricing is available directly from the academy and may be amended from time to time.

3.2 Payment Due Dates

Unless otherwise agreed in writing, all fees are payable in advance.

Monthly payment options are offered as a convenience to spread the cost of tuition and do not alter the student's financial commitment to the selected programme.

Accounts must remain up to date to ensure continued participation.

3.3 Minimum Commitment

Certain programmes, including designated group classes, require a minimum commitment period.

Where a minimum enrolment period applies, students remain responsible for the agreed fees for that period regardless of attendance.

Current group classes require a minimum commitment of three (3) consecutive months, after which enrolment may continue on an ongoing basis until cancelled in accordance with the academy's cancellation policy.

Programmes operating on a once-off basis, such as wedding dance packages or workshops, are excluded unless otherwise stated.

3.4 Non-Payment

The academy reserves the right to:

• suspend lessons or classes;

• withhold participation in performances or academy activities;

• decline future bookings; or

• recover outstanding fees,

where accounts remain unpaid:

Any costs incurred in recovering outstanding accounts may be charged to the responsible account holder where permitted by law.

3.5 Refunds & Transfers

Fees paid to the academy are non-refundable and non-transferable unless required by applicable law or where the academy, at its sole discretion, approves an exception in writing.

Missed lessons, voluntary withdrawal from a programme, changes in personal circumstances, holidays or non-attendance do not constitute grounds for a refund.

3.6 Price Adjustments

The academy reserves the right to review and adjust fees periodically.

Reasonable notice will be provided where changes affect existing students.

4. Attendance, Absenteeism & Catch-up Lessons

4.1 Attendance

Regular attendance is essential for every student's progress, confidence, technical development and overall success. As dance is a progressive discipline, each class builds upon the knowledge and skills taught in previous lessons.

Students are expected to attend all scheduled classes and arrive on time, dressed appropriately and ready to participate.

4.2 Absenteeism

If a student is unable to attend a class, the academy should be notified as soon as reasonably possible via WhatsApp or email.

Notification of an absence is appreciated for administrative purposes but does not entitle the student to a refund, credit, or replacement lesson.

Monthly tuition reserves the student's place within the class and covers ongoing operating costs, regardless of attendance.

4.3 Missed Classes

Classes missed for any reason, including but not limited to:

- Illness or injury
- School activities or examinations
- Family commitments
- Holidays or travel
- Work commitments
- Transport difficulties
- Inclement weather
- Personal circumstances

remain payable and are not refundable, transferable, or credited.

4.4 Catch-up Lessons

As a gesture of goodwill, the academy may, where reasonably possible and at management's sole discretion, offer a catch-up lesson in another suitable class of the same level.

Catch-up lessons:

- are not guaranteed;
- are subject to class availability and suitability;
- must be attended within the timeframe communicated by the academy;
- may not be exchanged for private lessons, refunds, or credits; and
- may not be carried forward indefinitely.

The academy reserves the right to determine whether a catch-up lesson is appropriate.

4.5 Medical Absence

Students who are unable to attend classes for an extended period due to serious illness, injury, or surgery (generally four (4) consecutive weeks or longer) may submit a written request, together with a valid medical certificate, for management's consideration.

Any accommodation, credit, or alternative arrangement remains entirely at the discretion of the academy and will be considered on a case-by-case basis.

4.6 Late Arrival

Students are encouraged to arrive 5 minutes before their scheduled class.

Students arriving more than 15 minutes late may not be permitted to participate if they have missed the required warm-up or if joining the class would compromise safety, disrupt the lesson, or affect the learning experience of others.

No refund, credit, or replacement lesson will be provided in such circumstances.

4.7 Early Departure

Students who need to leave class early should inform the instructor before the lesson begins.

Parents are requested to avoid collecting students before the scheduled end of class except in cases of emergency, as this disrupts both the student's training and the class.

4.8 Collection of Minors

Parents or guardians are responsible for ensuring that students under the age of 18 are collected promptly after class.

Phox Dance Academy cannot provide supervision before or after scheduled class times unless specifically arranged in writing.

4.9 Academy Cancellations

Should the academy cancel a class due to instructor illness, venue unavailability, severe weather, power outages, or circumstances beyond its reasonable control, every effort will be made to arrange a suitable catch-up lesson.

Where a catch-up lesson is not reasonably possible, management will determine an appropriate remedy at its sole discretion.

4.10 Public Holidays & Academy Breaks

The academy follows its published annual calendar, including public holidays and scheduled Academy breaks.

These periods have already been taken into account when calculating annual tuition fees and monthly instalments. Monthly fees therefore remain unchanged and are not adjusted for these scheduled closures.

4.11 Continuous Progress

Consistent attendance is strongly encouraged. Students who miss several consecutive classes may require additional practice or private tuition to remain at the same technical standard as their classmates.

The academy cannot guarantee examination readiness, performance participation, or advancement to the next level where attendance has been inconsistent.

5. Private Lessons & Group Classes

5.1 Types of Tuition

The academy offers various forms of dance instruction, including but not limited to:

* Private Lessons
* Group Classes
* Social Dance Programmes
* Wedding Dance Lessons
* Workshops and Special Events

Each programme has its own structure, pricing, and booking requirements.

5.2 Private Lessons

Private lessons are individually tailored to meet the student's goals, skill level, and preferred pace of learning.

Lesson times are reserved exclusively for the student and instructor. Bookings are therefore confirmed only once payment has been received, where applicable.

5.3 Group Classes

Group classes are designed to provide structured learning in a social and supportive environment.

Students enrolling in a group class are reserving a place within that class, regardless of whether every lesson is attended.

Places are limited and are allocated on a first-paid, first-served basis.

5.4 Minimum Commitment for Group Classes

Unless otherwise stated in writing, enrolment in a group class requires a minimum commitment of three (3) consecutive calendar months.

This minimum commitment allows students sufficient time to develop their skills while ensuring consistency within the class.

After the initial three-month period, students may continue on a term-to-term basis until written notice of cancellation is received in accordance with the Academy's cancellation policy.

Students who choose to discontinue before completing the minimum three-month commitment remain responsible for the outstanding fees for that commitment.

5.5 Private Lesson Packages

Private lesson packages must be used within the validity period communicated at the time of purchase.

Unused lessons that expire may not be refunded, transferred, exchanged, or carried forward unless agreed to in writing by management.

5.6 Rescheduling Private Lessons

Private lessons may be rescheduled provided that at least 24 hours' written notice is given.

Requests received with less than 24 hours' notice may be treated as a missed lesson and will be forfeited.

Rescheduling is subject to instructor availability and cannot be guaranteed.

5.7 Missed Private Lessons

Failure to attend a scheduled private lesson without the required notice constitutes a no-show.

No-shows are charged in full and are not eligible for refunds, credits, or replacement lessons.

5.8 Cancellation by the Academy

Should the academy need to cancel a private lesson, every reasonable effort will be made to reschedule the lesson at a mutually convenient time.

5.9 Wedding Dance Lessons

Wedding dance packages are booked specifically around the couple's wedding date and preparation schedule.

Because lesson availability is reserved in advance, cancellations and changes should be communicated as early as possible.

Any unused lessons remaining after the wedding date will expire unless alternative arrangements have been agreed to in writing before the wedding.

5.10 Transfers Between Students

Private lesson packages, group class enrolments, and prepaid tuition are personal to the registered student or couple.

Bookings, lesson packages, and fees may not be transferred to another person without the prior written approval of management.

5.11 Refund Policy

All tuition fees, deposits, registration fees, lesson packages, and class payments are subject to the Academy's Refund Policy.

Unless required by law or expressly agreed to in writing by management:

- no refunds will be issued for missed lessons;
- no refunds will be issued where a student chooses to discontinue;
- no refunds will be issued for partially used lesson packages;
- no refunds will be issued for group class commitments; and
- no cash alternatives will be offered in place of unused lessons or class credits.

5.12 Academy Discretion

Phox Dance Academy reserves the right to make reasonable exceptions in cases involving exceptional circumstances. Any exception granted shall not constitute a precedent or waive the academy's rights under these Policies and Terms.

6. Studio Conduct, Safety & Dress Code

At Phox Dance Academy, we strive to create a welcoming, respectful, and safe environment where every student can learn, grow, and enjoy their dance journey. Students, parents, and visitors are expected to contribute positively to the academy atmosphere by adhering to the following guidelines.

6.1 Respect & Behaviour

- All students, parents, guardians, and visitors are expected to treat instructors, staff, and fellow students with kindness, courtesy, and respect at all times.
- Bullying, discrimination, intimidation, harassment, abusive language, disruptive behaviour, or any form of misconduct will not be tolerated.
- Students are expected to listen attentively, follow their instructor's guidance, and behave in a manner that supports a productive learning environment.
- Parents are requested to address any concerns directly with studio management rather than discussing them with instructors during teaching time or with other parents.

6.2 Arrival & Collection

- Students should arrive approximately five minutes before the start of class to allow sufficient time to prepare.
- Parents or guardians must ensure that younger students are collected promptly after class.
- Phox Dance Academy cannot accept responsibility for students who remain on the premises outside of their scheduled lesson times unless prior arrangements have been made.

6.3 Safety

- Students participate in dance and movement activities at their own risk. While every reasonable precaution is taken to provide a safe environment, dance is a physical activity and carries an inherent risk of injury.
- Students should immediately inform their instructor of any injury, illness, or discomfort before or during class.
- Parents are responsible for informing the academy of any medical conditions, allergies, or injuries that may affect a student's participation.
- Jewellery should be kept to a minimum for safety reasons. Large earrings, watches, and other items that may cause injury should not be worn during class.
- No running, rough play, or unsafe behaviour is permitted inside or around the academy.

6.4 Dress Code

Students are expected to attend classes neatly presented in the appropriate attire for their discipline. General requirements include:

- Hair must be neatly secured away from the face.
- Appropriate dance shoes must be worn for each class.
- Clothing should allow freedom of movement while remaining neat and suitable for a dance environment.
- Students should maintain good personal hygiene and wear clean dancewear.
- Outdoor shoes may not be worn on studio dance floors unless specifically permitted.

The academy may prescribe specific uniforms or dress requirements for certain classes, examinations, performances, or competitions. Students will be notified of these requirements in advance.

6.5 Food, Drinks & Personal Belongings

- Only water is permitted inside the academy unless otherwise authorised.
- Food, chewing gum, and sugary drinks are not permitted during classes.
- Students should bring clearly labelled water bottles.
- Personal belongings should be kept together in designated areas.
- Phox Dance Academy accepts no responsibility for lost, stolen, or damaged personal items. Students are encouraged not to bring valuables to the studio.

6.6 Mobile Phones & Electronic Devices

- Mobile phones, smartwatches, and other electronic devices should be switched to silent mode during classes.
- Devices may only be used during class with the instructor's permission.
- Recording classes, taking photographs, or filming other students is strictly prohibited without prior approval from studio management.

6.7 Parents & Visitors

- Parents and visitors are asked to respect class time by avoiding interruptions unless invited by the instructor.
- To minimise distractions, observation of classes may be limited at the discretion of the instructor or management.
- Parents are requested to ensure that siblings accompanying students are supervised at all times.

6.8 Damage to Property

Students and visitors are expected to respect academy facilities, equipment, and property. Any intentional or negligent damage may result in the responsible party being liable for repair or replacement costs.

6.9 Right to Refuse Participation

Phox Dance Academy reserves the right to refuse participation in any class or activity if a student's behaviour, attire, or conduct compromises the safety, wellbeing, or learning experience of others, or if these policies are repeatedly disregarded.

7. Communication, Photography & Media

Clear and effective communication is essential to ensure the smooth operation of the academy. Parents and students are responsible for keeping their contact information up to date and for regularly checking communications issued by Phox Dance Academy.

7.1 Official Communication Channels

- The academy communicates primarily via WhatsApp, and E-mail.
- Parents and adult students are responsible for ensuring that they receive and read all notices, invoices, and announcements.
- Failure to receive or read a message does not exempt students or parents from complying with academy policies, payment obligations, or important deadlines.

7.2 Contacting the Academy

- Administrative queries should be directed to the academy office during business hours 09:00 - 17:00
- Instructors are not responsible for handling registrations, accounts, scheduling, cancellations, or administrative matters.
- Parents are kindly requested not to interrupt instructors before, during, or immediately after classes, except in the case of an emergency.

7.3 Changes to Personal Information

Parents and adult students must notify the academy promptly of any changes to:

- Email address
- Contact numbers
- Emergency contact details
- Medical information relevant to participation

7.4 Photography & Video Recording

From time to time, photographs and video recordings may be taken during classes, examinations, performances, competitions, and other academy activities.

These images may be used for:

- Marketing and promotional material
- Social media platforms
- Printed publications
- The academy website
- Internal training and archival purposes

Where practical, parents will be informed when organised photography or filming is planned. Parents or students who do not consent to the use of photographs or videos for promotional purposes must notify the academy in writing before participation.

7.5 Privacy & Respect

Parents, students, and visitors may not photograph or record other students without the prior permission of both the academy and the individuals concerned. Respect for the privacy of all families is expected at all times.

8. Studio Operations, Cancellations & General Policies

8.1 Academy Calendar

The academy follows an annual calendar that includes school terms, holidays, examinations, performances, and special events. This calendar may be updated from time to time, and families will be notified of any significant changes.

8.2 Studio Closures

The academy reserves the right to cancel, postpone, or reschedule classes due to circumstances beyond its reasonable control, including but not limited to:

- Severe weather
- Power outages
- Water interruptions
- Instructor illness
- Venue unavailability
- Government regulations or emergencies
- Force majeure events

Where possible, suitable alternative arrangements or catch-up lessons may be offered at the discretion of management.

8.3 Changes to Timetables

Class schedules, instructors, venues, and lesson times may occasionally need to change. Every reasonable effort will be made to provide advance notice.

8.4 Code of Cooperation

Parents and students acknowledge that the success of the academy depends on mutual respect, cooperation, and open communication. Any behaviour that intentionally disrupts the operation or reputation of the academy may result in disciplinary action or termination of enrolment.

8.5 Amendments to Policies

Phox Dance Academy reserves the right to amend these policies, procedures, fees, and terms of enrolment at any time. Updated versions will be communicated to parents and published through the academy's official communication channels.

Continued enrolment after amendments have been communicated constitutes acceptance of the updated policies.

9. Assumption of Risk, Medical Information & Indemnity

Dance and movement activities involve physical exertion and carry an inherent risk of injury. By enrolling at Phox Dance Academy, students and parents acknowledge and accept these risks.

9.1 Medical Disclosure

Parents or adult students agree to provide accurate and complete medical information that may affect participation in classes or academy activities, including:

- Medical conditions
- Allergies
- Previous injuries
- Physical limitations
- Emergency contact information

The academy must be informed promptly of any changes to this information.

9.2 Participation

Students participate voluntarily and confirm that they are medically fit to take part in dance, fitness and movement activities unless otherwise advised by a qualified medical practitioner.

9.3 Medical Emergencies

In the event of an accident or medical emergency, the academy will make every reasonable effort to contact the parent, guardian or emergency contact provided.

If immediate medical attention is considered necessary and the parent or emergency contact cannot be reached, the academy is authorised to obtain emergency medical treatment on behalf of the student. Any medical costs incurred remain the responsibility of the parent, guardian or adult student.

9.4 Limitation of Liability

While Phox Dance Academy exercises reasonable care in maintaining a safe environment, the academy, its owners, instructors, employees and contractors shall not be held liable for:

- Personal injury arising from participation in academy activities, except where caused by gross negligence or wilful misconduct;
- Loss, theft or damage to personal belongings;
- Indirect or consequential losses resulting from cancelled classes, timetable changes or circumstances beyond the academy's reasonable control.

Nothing in these Terms excludes or limits any rights that cannot lawfully be excluded under South African law.

9.5 Indemnity

Parents, guardians, and adult students agree to indemnify and hold harmless Phox Dance Academy, its owners, instructors, employees, and authorised representatives against claims arising from participation in academy activities, except where liability arises through gross negligence or intentional misconduct.

10. Declaration & Agreement

By submitting a registration and/or continuing enrolment at Phox Dance Academy, the parent, guardian, or adult student confirms that:

- I have read, understood, and agree to abide by the Student Policies & Terms Handbook.
- I understand the academy's fee structure, payment terms, and cancellation policies.
- I accept responsibility for ensuring that all fees are paid by the required due dates.
- I acknowledge the attendance, cancellation, and rescheduling policies.
- I consent to my child, or myself as an adult student, participating in academy activities subject to the terms contained in this handbook.
- I confirm that all information supplied during registration is true and accurate.
- I undertake to notify the academy promptly of any changes to personal or medical information.
- I understand that failure to comply with these policies may result in suspension or termination of enrolment.
- I acknowledge that these Policies and Terms constitute the agreement between myself and Phox Dance Academy regarding the student's enrolment.

By completing the online registration process, ticking the acceptance checkbox, and/or continuing to attend classes, I confirm my acceptance of these Student Policies & Terms.