



En Pointe Theatre Arts Policies and Procedures

At En Pointe Theatre Arts, we are committed to fostering a learning environment encompassing our values of Excellence, Dream, Positivity, and Community where students thrive and achieve their full potential. When registering, students, parents and families agree to the terms and conditions by checking the box on the registration form.

Violations of these policies may result in dismissal from the studio without a refund being issued. If you have any questions regarding our terms and conditions, please contact Miss Danielle at danielle@enpointetheatrearts.co.uk.

These terms and conditions apply to our entire range of programs; however, where they may differ due to the nature of the program is noted.

Classes / Registration:

- At En Pointe Theatre Arts, our term dates align with academic terms; however, we do not break for single-week holidays. We also run up to the end of July in the summer term and return at the start of September.
- All our term dates are available on our website; please refer to this in the first instance <https://www.enpointetheatrearts.co.uk/term-dates>
- We offer a 2-week paid trial period for all new and returning students or students wishing to try a new genre of dance, thus allowing dancers to see if the class is suitable for them prior to committing to monthly payments
- New dancers are accepted all year round, and lessons are invoiced from the date the dancer joins the school; however, when dancers are nearing examinations or a

production, we reserve the right to place a pause on accepting new students within a class until a month when entry into the class would be suitable for the new dancer

- Classes are capped at **10 dancers** to ensure individual attention and personalised feedback. It also helps us understand our students' learning preferences, so we can help them thrive and grow both as dancers and as individuals.
- When classes are full, a waiting list becomes available, and entry will be based on the order in which registration forms are received. Once a space becomes available, you will be contacted and offered a space. If we do not hear from you within 72 hours, the space will be offered to the next dancer on our waiting list.
- At the time of registration we ask if students have had any prior training within our Pre-school program, children are grouped by age; however as they progress and grow dancers start being grouped by ability as such a dancer who is 3 or 4 may progress to RAD Pre-Primary in Dance Ballet earlier resulting in them being with children ages 5 years and over and this filters upwards through the school. We do not group our dancers by age, as each dancer reaches different stages of physical, cognitive, social, and emotional development at their own rate, and we endeavour to place our dancers in a class where they can thrive and grow at their own pace, meaning school or dance friends may not always progress together.
- Class times and schedules will be confirmed upon receipt of a registration form and fee payment
- Entry to the high-performance vocational division is only by audition or invite
- Entry into vocational recreational classes such as intermediate foundation, intermediate and pre-pointe classes and pointe classes is by invitation only

Attending classes at other schools:

- En Pointe Theatre Arts does not permit students to attend classes at other dance schools without the permission of the school's principal, Miss Danielle.
- We do permit our dancers to attend associate programs; however, prior discussion with the school's principal is required before application.
- Our holiday camps are open to all dancers; however, if a dancer from another dance school wishes to attend, permission must be granted by the dancer's teacher or principal to avoid a conflict of interest.

Curriculum:

At En Pointe Theatre Arts, all teachers are qualified and registered with professional organisations including the Royal Academy of Dance, Imperial society of Teachers of Dancing, Progressing Ballet Technique and Future Dance Teachers, we are proud to offer our dancers a varied curriculum of dance genres which is evolving and growing at present; classes include:

- Royal Academy of Dance Ballet
- Cecchetti Ballet (Vocational Programme / High Performance Division and Private Tuition)
- Imperial Society of Teachers of Dancing Modern Theatre
- Imperial Society of Teachers of Dancing Tap
- Imperial Society of Teachers of Dancing National
- Imperial Society of Teachers of Dancing Contemporary
- Body Conditioning
- Pre-Pointe Classes
- Pre-Pointe Assessments
- Pointe Classes
- Progressing Ballet Technique
- Future Dance Teachers Level 1
- Future Dance Teachers Level 2
- Future Dance Teachers Level 3
- Future Dance Teachers Level 4

Programs:

At En Pointe Theatre Arts, we have multiple programs available to our students dependent upon their aspirations as dancers:

- Pre-School Dance Program for students ages 2-4 years
- Recreational Dance Program for students
- Vocational High Performance Dance Program for aspiring professional dancers ages 8 to 18 years who wish to train full-time alongside home or flexi schooling.
- Adult Dance Program
- Individual Lessons providing 1-1 training

Change of venue:

- At times it may be necessary for us to utilise an alternative venue due to circumstances outside of our control; where this is the case, you will be notified of a change of venue as early as possible.
- There may be an instance where we need to change venue for our classes due to no longer being able to utilise a specific location due to factors outside our control we will endeavour to find a new location within a reasonable travel distance and notify of the new location as early as possible

Timetable Updates:

- Following students undertaking examinations, it may be necessary for us to make adjustments to our timetable. This may mean moving classes to an earlier or later time, or even to a different day, depending on the studio's availability.
- If class numbers are low, we may need to combine classes or cancel them.
- Where we have to make updates to our class schedule, we endeavour to provide a minimum of 1 month's notice in writing.

Fees and Payments:

- Invoices are sent 14 days before payment is due.
- Payment can be made by cash (must be in an envelope with the student's name), cheque, or bank transfer.
- All class fees are due by the 1st of the month unless a student joins partway through a month, at which time the fee is payable by the date of their first class
- A £10 late fee is applicable where fees are not paid by the date on the invoice
- If fees are repeatedly unpaid and there is no communication from the customer regarding payment, students will not be permitted to participate in classes until payment is settled and up to date.
- Refunds are not given when students miss classes under any circumstances, including but not limited to holidays, illness, injury, weather, school trips, or work commitments.
- Payment confirmation is sent within 7 days of receipt of payment for your records, and we are able to send across a PDF report of any fees paid within the last year if required.

Cancelled Classes:

Teacher illness:

- Where a teacher is unwell, and no cover teacher or alternative class option is provided, or the class is not rescheduled, a refund for that session will be given; however, if the class is rescheduled or an alternative is offered, a refund will not be provided.

Weather:

- In the event of adverse weather, please regularly check the WhatsApp group and your email for information about closures or class adaptations. Please note that tuition in the event of adverse weather is NON-REFUNDABLE.
- In the case of snow, classes move online to ensure the safety of teachers and students when travelling to the studio.

Other circumstances:

- Where classes are cancelled due to government policies, these will be taken online in the first instance through platforms such as Zoom, Google Classroom or Teams.
- No refunds will be given for classes cancelled due to government policies.

Withdrawal and notice periods:

- In the event a dancer wishes to leave our classes at En Pointe Theatre Arts, we require **2 weeks' written notice by email**; this must be received 2 weeks prior to the end of a month; otherwise, you become liable for the following month's fees.
- Dancers may return at any time

Discounts:

- There is a 5% multi-class discount applicable for students who undertake 3 or more classes a week in any genre. This can be 3 ballet classes or a combination of genres, such a ballet, modern, and tap. It cannot be utilised for sibling payments when 1 dancer

takes 1 class, and the other takes 2, for example. However, if both students were taking 3 classes each, the discount is applicable.

Fee increases:

- As a business, we may need to increase our fees. We review these every year in November, ready for January. If we need to increase fees, we provide at least a month's notice.
- Factors which are taken into account when determining if we need to increase our fees include: hall hire, insurance, music licences, Royal Academy of Dance and Imperial Society of Teachers of Dancing and Progressing Ballet Technique Teaching Memberships, Teacher training (CPD), Staff Wages, Equipment (props, barres etc), along with tax and business costs
- To maintain our small class sizes, we need to ensure we can cover our overhead costs.

Private lessons:

- Private lessons are available both online and in person.
- Payment for private lessons is due at the time of booking to secure the teacher's time and venue. We will not book the venue without payment, but we will confirm with the venue whether the studio space is available for a private lesson before invoicing.
- If you have booked and paid for your private lesson and do not turn up, no refund will be issued, as the studio space and the teacher's time must be paid for regardless of whether you attend.
- We have a 7-day cancellation policy on our in-person private lessons. If you need to cancel for any reason, you must notify us a minimum of 7 days prior to the session taking place. In that case, we can rearrange the lesson with you. After this, you are liable for the studio fee and the teacher's time.
- For online lessons, 48 hours' notice is required; otherwise, payment is due.

Uniform Policy:

- Correct uniform is required for teachers to provide students with corrections on their alignment and posture, helping students progress as dancers whilst maintaining their safety as we are able to correct technical errors early on.

- Correct uniform and attire must be worn at all times. Failure to observe the uniform policy will result in students being asked to watch the lesson and make notes.
- The correct uniform for each of our recreational classes is listed on our school website, including our Pre-School dance programs, Royal Academy of Dance Ballet, and Imperial Society of Teachers of Dancing Tap and Modern Theatre Classes. <https://www.enpointetheatrearts.co.uk/uniform>
- All uniform is available to purchase either through the links on our uniform page or through emailing Miss Danielle: danielle@enpointetheatrearts.co.uk
- Students may be asked to remove items of non-uniform clothing including hoodies, sweatshirts, sports jackets, t-shirts, onesies, joggers, leggings, and shorts. Crossovers are available in our school uniform colours and may be worn by dancers during their lessons; however, they must match the student's class uniform in colour and material.
- School hoodies, onesies and t-shirts may be worn for warm-up and are available to purchase through <https://rockthedragon.co.uk/performing-arts/en-pointe-theatre-arts/>
- No jewellery may be worn apart from small studs. Students will be asked to remove any other items of jewellery, including but not limited to facial piercings, hoop earrings, dangly earrings, watches, bracelets, and necklaces.

Please note that our high-performance vocational division has its own uniform requirements, which will be disclosed to parents once students have successfully completed their audition process.

Hair:

- Dancers are required to attend all classes with their hair tied up off their face and neck; failure to do so will result in students being asked to sit out for health and safety reasons. When a dancer is performing turns, loose hair can get into their eyes and cause injury; loose hair also poses a distraction to the dancer.
- For all Ballet classes, students must attend with their hair in: crossover braids or a ballet bun. Short hair needs to be secured with an Alice band in the same colour as the dancer's leotard.

Dance shoes:

- Dance shoes, including but not limited to ballet, tap, character, demi-pointe, and pointe, must fit dancers properly. Whilst we understand our dancers are consistently growing, shoes that are too big can cause injury.
- Ballet shoes should have no more than a finger's width of material at the end to prevent tripping on loose fabric
- Demi-pointe and pointe Shoes must be correctly fitted by a dance shop and **MUST NOT** be purchased online
- Tap and character shoes should fit like school shoes; however, we have had dancers go up half a size and insert an insole to allow for growth. The shoes must not slip off the dancers' feet or cause distraction.
- Dance shoes **MUST NOT** be worn outside, as they can damage the studio floor and introduce pathogens.
- Wearing dance shoes outside can also affect their longevity.

Waiting area:

- When waiting in the waiting area, we ask our parents to maintain a positive tone, with no negative talk about dancers, teachers, other parents, or other dance schools. One of our core values is positivity, and this needs to be reflected in our waiting area.
- Please do not change dirty nappies within the waiting area if you do need to do this, please use the available bathrooms
- Please make sure the waiting area is kept tidy, and everything is put back where you found it prior to leaving the premises
- Please ensure all rubbish is taken with you upon leaving
- Students are not to enter the studio prior to their class time; they are to wait quietly within the waiting area
- Whilst it can be tempting to watch through studio windows, we have found that some of our students become distracted by this, so whilst it is completely ok to look in and see what your dancer is doing, please refrain from younger children pushing on the door or making faces through the door.

Attendance Policy:

- Attendance is an important part of a dancer's training; consistently missing classes can lead to students falling behind in relation to their technique and knowledge of examination work.
- If a student is absent for any reason, please notify us by email at danielle@enpointetheatrearts.co.uk or in our parents' WhatsApp group.

Parents in the studio:

- En Pointe Theatre Arts does not permit parents into the studio to watch dancers unless invited by the class teacher. Dancers focus better when their parents are not present; it also encourages independence, problem-solving, communication and listening.
- When we have a new student in our pre-school program, there may be instances when the student is shy or not used to being left alone. As such, we allow parents to enter the studio for the first few classes until the dancer is comfortable entering the studio and participating on their own.
- When students' parents are invited into the studio, we ask that there is no conversation that does not focus on the dancers' learning, and that phones are either switched off or set to silent.
- If you wish to photograph or film your dancer while in the studio, please check with other parents beforehand for safeguarding.

Punctuality:

- It is important for students to be punctual if students are running late please notify us in the school WhatsApp Group or by direct text message.
- Please note that at times we do not receive messages via WhatsApp due to lack of signal. If you have not received a response or no one has let you into the building within 5 minutes, please phone Miss Danielle's normal phone number, 07858572884, and someone will let you in.
- It may not always be possible to admit a student who arrives late if the warm-up has already been completed, as this is essential for injury prevention. Arriving late means missing this important part of the class.
- Whether a student who has arrived late is permitted to participate in the class is at the teacher's discretion with the student's best interest in mind.

- Where a student is late, they must knock on the studio door and wait to be admitted by their teacher.

Social Media:

- Teachers must not add students or their parents on personal social media accounts
- Please be mindful of your or your dancers' personal social media accounts; inappropriate posts which reference En Pointe Theatre Arts may result in dismissal from the studio.
- Students and their parents must not message teachers' personal social media accounts; they must utilise the En Pointe Theatre Arts social media accounts.

Substance use:

- The use of tobacco, alcohol and drugs is strictly prohibited in and around the dance studio. Anyone caught in possession of these items will be dismissed from the studio immediately.

Food and Gum:

- Dancers must not bring food into the dance studio; any snacks must be eaten within the waiting room. This is to prevent choking and to create a hygienic dance environment free of food.
- If a dancer is caught chewing gum, they will be asked to remove it and place it in the bin before class begins.

Phones:

- Students are not permitted to bring phones into the studio as they pose a distraction. They are to be placed on silent and left within the dancers' bags.

Injuries or illness before or during classes:

- Parents, Guardians and Dancers are responsible for reporting any injuries or illnesses to their class teacher, whether they occur before or during the lesson.

- Where a dancer presents with an injury, adaptations may be made to ensure safe training practices
- When dancers are injured and unable to participate in class activities, we ask whether they feel able to come and observe the lesson so they do not miss out on any important information. This is also an opportunity for them to make notes on their observations and further their technical understanding.
- Where students become unwell during a class, teachers can decide whether dancers can join in with the class, sit out and make notes, or a parent or guardian should be informed to collect them.
- In the event of an injury during class, our teachers are registered first aiders; as such, unless otherwise notified, we will administer the appropriate first aid to students should an injury or illness occur during class.
- Parents, guardians and students are required to inform the school of any pre-existing injuries, medical conditions or additional needs at the time of registration and keep us up to date if anything changes. We cannot be held responsible if anything happens due to pre-existing or new conditions that we were not aware of and that can affect dancers' learning and safety.

Leaving classes during class and after classes:

- During class time, if a student needs to leave the studio for reasons such as going to the bathroom or filling their water bottle, they must ask their class teacher. This is so that if a fire alarm goes off, the teacher is aware of the student's location and to support the student's safety in general.
- All children under 12 must be picked up at the end of class
- Children over 12 years but under 18 must provide written permission from a parent or guardian to leave the school or after class without a parent or guardian present
- Students must be collected promptly after their last class

Examination Entry:

- Additional examination rehearsals are mandatory in the lead-up to examination. Non-attendance at these additional examination rehearsals without good reason (illness, bereavement, etc) will result in withdrawal without a refund.

- Students' attendance in the run-up to exams will be monitored in their regular classes, and if attendance falls below 90% without good reason, a student may be withdrawn from their examination without a refund.
- Readiness for undertaking examinations is determined by our Principal Danielle Emms and the student's class teacher.
- Students need to have completed the minimum study hours at their level of study and meet the minimum ages for examination as set out by the regulatory bodies; these are found on our website at <https://www.enpointtheatrearts.co.uk/exams>. Students who repeatedly miss classes risk not meeting minimum hours of study and being in a class longer than their peers.
- The decision on entry to the examination is also based on the student's individual technical and artistic abilities and their competency in meeting the examination mark guidelines.
- At RAD Pre-Primary in Dance and Primary in Dance Ballet students have the potential to undertake their examination on one class a week however from Grade 1 - 3 we require students to be in classes a minimum of 2 times a week to undertake the exam in a year if dancers choose to take one class a week it is necessary to recognise dancers are likely to be in the class approximately 2 - 2.5 years. This increases to three classes a week for Grades 4 and above.
- Examination fees are paid directly through the school to the examination board
- No refund is given in the event of withdrawal for holidays, general illness, school trips, etc, except in circumstances where evidence is provided, such as bereavement or illness with a medical letter.
- If examination fees are not paid by the date of entry, students will not be entered and will have to wait for the next examination session.
- Examination entry is optional however we highly suggest participation as it enables dancers to document their progress in their technical and artistic development

Productions:

- Participation in studio productions, shows, and community performances is completely optional.
- Production fees are non-refundable.

- When it comes to shows, we are aware they can be expensive due to production and costume fees; however, payment plans are offered to our dance families, allowing these costs to be split over a few months, making our productions more accessible.
- Costume purchases are non-refundable and are payable once the show has been committed to; we aim to space out the payment dates for both the production or show fee and the student's costume fee.
- Costumes are handed out to children after the production, and these are then the property of the dancer and their parents
- Where costumes are hired, these remain the sole property of En Pointe Theatre Arts
- Rehearsals and practice sessions for participation in productions are mandatory, and students who do not attend these sessions may be excluded from participating

Choreography:

- Choreography and music adaptations remain the property of En Pointe Theatre Arts and must not be utilised or shared for any purpose outside of our studio without written consent. This includes, but is not limited to, school and holiday talent shows and competitions, as well as social media.
- When a student leaves and transfers to another school, the choreography remains the property of En Pointe Theatre Arts unless a parent has purchased it from the school, in which case it becomes the student's sole property.

Merchandise:

Royal Academy of Dance and Imperial Society of Teachers of Dancing Uniform

- En Pointe Theatre Arts uniform specifications are available on our website <https://www.enpointetheatrearts.co.uk/uniform>. Uniform can be purchased through the links provided on our website; at which point any purchases made through these links are returnable to the site used to purchase the Class uniform. We hold no liability for these purchases. However, the following policies apply where uniform is purchased through messaging Miss Danielle:
- When uniform items are ordered through the school, we offer to measure our dancers to help with sizing. This reduces the instances when exchanges are necessary, and we highly recommend it for made-to-measure items that cannot be exchanged.

- Exchanges are permitted for any items ordered that do not fit; however, this is not applicable to custom items such as made-to-measure character skirts, tights, and underwear.
- Refunds are only available where uniform items are found to be faulty; in the first instance, you will be offered an exchange.

School Branded Merchandise

- Our school-branded merchandise is non-refundable, so we recommend ordering your correct size if you know it, or a size or two larger so it lasts the dancer slightly longer.
- There is a size guide available for school branded merchandise to help with sizing.
- The majority of our school-branded merchandise can be purchased directly through Rock the Dragon <https://rockthedragon.co.uk/performing-arts/en-pointe-theatre-arts/>; as such, their refund and exchange policy applies to those orders

Filming and photography permission:

- Audio recording is strictly prohibited.
- Video recording is only permitted with approval from the principal, Danielle Emms
- Upon registration, parents have the opportunity to opt in or out of photographs and videos being taken of their dancers - these are typically placed in our WhatsApp group for parents to see the progress of their dancer in their classes
- There is a separate field on the registration form regarding photos used for social media purposes; this includes our school Instagram, Facebook, TikTok, and YouTube channels, as well as our school website and print marketing.
- Students also have the opportunity to say no to photos or videos being taken during class, even where the parents have said yes. If a student says they do not want to be filmed at a certain time, we respect their wishes, helping us create a safe and supportive dance environment where students are heard.
- Where we do not have photo or video permission for our students and we are performing within the community or participating at events, dancers will not be included in photographs or videos taken by the organiser.
- We also ask that, whilst it can be nice for memories, we ask parents to refrain from filming other children at community performances without the consent of the other students' parents.

Data Protection & GDPR:

- En Pointe Theatre Arts is committed to high standards of data protection and compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2019. We also conform to the Children's Code.
- We use personal information only where we have a lawful basis to do so, and we do not share information outside En Pointe Theatre Arts without your consent.
- When students are entered for examinations with external examination organisations such as the Royal Academy of Dance and the Imperial Society of Teachers of Dancing, we must provide the dancer's full name, date of birth, and any additional needs the dancer may have.
- Customers have the right to request that their data be removed from our systems at any time or to update any data we hold on them.

Breach of terms and conditions and school rules:

- All students, parents and guardians agree to follow these terms and conditions and school rules upon registration. En Pointe Theatre Arts reserves the right to dismiss any students or families who violate the code of conduct and school rules at any time without providing a refund.

Physical contact:

- Due to the physical nature of dance, physical contact by teaching staff may be necessary to aid students' technical development and to ensure safe dance practices by correcting dancers' posture and alignment. Please contact En Pointe Theatre Arts if you have any concerns.

Personal Belongings:

- En Pointe Theatre Arts students and families are responsible for their personal belongings and accept no responsibility for lost, stolen or damaged items.

Lost property:

- Lost and found items are kept for one month and then donated to charity.
- If you know you or your dancer has lost something, please notify us as soon as possible and if we find the item we will keep it and hand it to the dancer at their next class

Communication:

- En Pointe Theatre Arts communicates via email and our school WhatsApp group. It is your responsibility to check for communication regularly.
- If you need to contact us this can be done through the following methods:
 - a) Email: danielle@enpointetheatrearts.co.uk
 - b) Phone / WhatsApp: 07858572884
- Whilst we endeavour to respond to all enquiries and messages as soon as possible, please allow up to 48 hours for a response.
- All communication in relation to students, teachers, classes, events or scheduling must remain private and confidential

Acceptance of terms and conditions:

- Customers must acknowledge acceptance of the terms and conditions upon registration. Enrolment cannot be accepted until the terms and conditions have been accepted.

Policy Availability:

- En Pointe Theatre Arts' terms and conditions can be found permanently on our school website; they are also available by email as a PDF upon request.

These policies have been reviewed on 2nd July 2026