

TERMS & CONDITIONS



Table of Contents

Enrolment	1
Use of StudioLAB for Enrolments, Payments, etc.	1
<hr/>	
FEES, INVOICES AND PAYMENT PLANS	
Fees	2
Invoices & Discounts	2
Refunds, Credits & Pro-Rata	3
Payment Methods	3
Fees by Payment Plan (StudioLAB Auto Payments)	3
Late Fees & Debt Recovery	4
<hr/>	
COMMUNICATION	
Communication – Regarding Fees, Classes, Notices, etc.	4
Communication - Contacting Teachers	5
<hr/>	
Cancellations	5
Absences & Make-Up Classes	5
Student Safety	6
Medical Treatment Authority	6
Arrival, Departure & Supervision	7
Emergency Procedures	7
Parking, Pick-Up & Drop-Off	8
Office Hours	8
Classes & Timetables	8
Attendance & Punctuality	8

TERMS & CONDITIONS



Uniform & Appearance	9
Term Dates & Holidays	9
Watching Classes	10
Intellectual Property & Choreography	10
Classroom Rules	10
LCDC Premises Etiquette	10
Security Camera & Surveillance Notice	11
Personal Property	11
Lost Property	11
Performance Group & Private Lessons	12
Video & Photography	12
Social Media Use (Students, Parents & Staff)	12
Code of Conduct	13
Covid-19 Addition	13
Agreeing to LCDC Terms & Conditions	13

Terms & Conditions

2026 (v3)

Enrolment

- All enrolments are handled through the studio software StudioLAB.
- Enrolments are completed annually and, once confirmed, secure a student's place in their class/es for the full school year, unless changes are needed to reflect students' abilities, etc.
- Enrolments rollover automatically for Terms 2–4.
- LCDC reserves the right to refuse enrolment where the dancer is not at the required standard, pre-requisite classes are not being taken, accounts are overdue, or other reasonable grounds exist.
- Enrolments are manually checked by office staff. Parents will receive enrolment confirmation or updates about any changes within 2 business days of enrolment submission.
- Enrolment in selected classes is by invitation only, including:
 - Advanced 2 Ballet
 - All Performance Groups
 - Day School
 - Private Lessons
- Enrolment in the following classes is open; however, placement is subject to LCDC's assessment of the student's ability and maturity
 - Intermediate Pointe Class
 - Intermediate Repertoire Class
 - Senior Pointe Class
 - Senior Repertoire Class
- Students are placed in classes based on ability, taking age and development into account. All placement decisions are final.
- Changes to enrolments or contact details must be made through office staff only.
- Casual attendance is not accepted unless specifically advertised.
- All medical conditions, allergies, and action plans must be disclosed at enrolment.

Use of StudioLAB for Enrolments, Payments, etc.

- LCDC uses a studio management software system called StudioLAB.
- All families are required to create a profile in StudioLAB to enable enrolment.

- Before enrolling a student in a class, families will be required to Enable Auto Payments by entering their credit/debit card or bank account details. By enabling this, you agree to class and other charges being debited on the due date for each billing period.
- Payment plans can be administered through StudioLAB. Requests must be made via email to LCDC.
- StudioLAB is an Australian software platform and is protected by Australian privacy and data policies.
- Card/bank details are stored securely in StudioLAB and processed via **Stripe**. LCDC cannot see your full card/bank account details and can only process payments through the software.
- All payments made through StudioLAB incur a 2.2% + \$0.30 fee per transaction
- If, for any reason, a transaction fails, StudioLAB will automatically attempt to redraw funds until payment is successful.

Fees, Invoices and Payment Plans

Fees

- An annual enrolment fee of \$40 per student applies to all students (new and continuing), due at the time of enrolment and resetting each calendar year.
- Fees are based on LCDC school terms. If a term is longer or shorter than 10 weeks, no additional charge or discount/refund will apply.
- Fees are charged per term (quarterly). Fees are charged based on class duration (e.g. 1 hour or 1.5 hours). Classes running for 1.25 or 1.75 hours will be rounded up to the nearest half-hour for billing purposes
- By default, term fees must be paid in full unless a payment plan has been agreed upon in writing by LCDC.

Invoicing & Discounts

- All invoices and statements are issued by email and via the StudioLAB portal. LCDC must have a correct and regularly checked email address on file.
- Families with two or more children enrolled will receive 10% off total fees (excluding Performance Group, Day School, Private Lessons and any other excluded programs as advised).
- Term fees do not include:
 - Costumes and accessories
 - Annual performance fees
 - Private lessons, exam coaching, holiday classes, exams and competition fees
 - Uniform items or merchandise

- Any additional costs (e.g., exams, costumes, competitions) will be invoiced separately and are due by the invoice due date. A \$5 per week late fee will be added to unpaid items that have been prepaid on the student's behalf (eg exams, costume fees, etc).
- Students with outstanding fees who have been absent for the first four weeks of term without communication may have their enrolment cancelled, and steps will be taken to recover outstanding fees at the parent/guardian's expense.

Refunds, Credits & Pro-Rata

- Fees are strictly non-refundable, and discounted fees are not provided for public holidays, extended holidays or missed classes.
- Students may request a credit for injury or illness resulting in four consecutive weeks of missed classes. Requests must be submitted in writing and accompanied by a medical certificate.
- For extended family holidays of four weeks or more, credits or pro-rata may be considered if requested in writing at least two weeks prior to departure. Students commencing during or after Week 3 of a term will have a pro-rata applied to their fees at LCDC's discretion.

Payment Methods

- LCDC offers the following payment methods:
 - Cash
 - EFTPOS
 - Visa and Mastercard (a 1.5% surcharge applies to credit card payments made at the studio)
 - Online payment through the StudioLAB portal (2.2% + 30c transaction fee)
 - Cheques are not accepted.
 - AMEX is not accepted at the studios, but can be used for online payments on StudioLAB
 - Payment can be made in person during office hours.

Fees by Payment Plan (StudioLAB Auto Payments)

- Payment plans are available through StudioLAB.
- You may request the day and frequency of payments in writing to LCDC (subject to approval).
- By default, payment plans will be run starting on the first Thursday of each term. Payment plans allow LCDC to trigger payments directly from your nominated credit or debit card, similar to other subscription payments.
- All payments made through StudioLAB incur a 2.2% + \$0.30 fee per transaction.

- If a transaction fails for any reason, StudioLAB will automatically attempt to redraw funds until payment is successful.
- The same late, demand and debt recovery process outlined in the Fees section applies to overdue payment plan accounts (28 / 35 / 42 days).

Late Fees & Debt Recovery

- Overdue fees remaining unpaid 14 days after the due date will incur a \$5.00 weekly late fee without further notice. An additional \$5.00 per week will be added until the fees are paid in full. This is applicable to Term Fees, Private Lessons and any other fees which are prepaid on behalf of the student (eg, exam entries, costume fees, etc).
- If fees are not paid after 28 days, LCDC reserves the right to refuse participation in classes until fees are paid.
- If fees are not paid after 35 days, a letter of demand will be issued via email, and the full amount will be payable within 7 days from the date of the letter.
- If accounts remain unpaid after 42 days, LCDC reserves the right to refer the matter to a solicitor or debt collector. Any additional costs incurred in recovering the debt will be the responsibility of the person/s to whom the invoice is issued.
- All fees must be paid in full before the commencement of the following term. Failure to do so may result in restricted participation until all outstanding amounts are paid.
- Students will not be able to participate in exams, assessments or performances if fees are unpaid.
- LCDC reserves the right to refuse entry or participation to students with outstanding fees.

Communication

Communication – Regarding Fees, Classes, Notices, etc.

- LCDC accepts only one enrolment contact per family. All information, emails and invoices will be sent to this one contact. Passing information on to any other parties is the responsibility of that enrolment contact.
- The enrolment contact must advise LCDC of any changes to enrolment information for a student as soon as practicable, in writing, via email to info@lisaclarkdancecentre.com.au
- Students/parents must not communicate with LCDC teachers directly regarding enrolments, absences or fees. All such communication must be directed to the office staff via info@lisaclarkdancecentre.com.au or in person at the office
- In the case of split families, it is the one enrolment contacts responsibility to pass on information to the other involved parties.

- Email is the primary form of communication at LCDC. Important information and updates are sent regularly via email and sometimes via SMS.
- Please add info@lisaclarkdancecentre.com.au to your contacts to avoid emails going to Junk/Spam.
- If you are not receiving emails, please check your Junk/Spam folders, as email providers filter differently.
- Hard copies of important information and newsletters may be posted on the waiting area noticeboard.
- Facebook, Instagram and other social media platforms are not accepted as valid methods of communication for administrative matters (including absences and general queries). These must be communicated via email or phone.
- School notices may occasionally be posted on social media; however, anything of direct importance will be communicated via email.
- Emails will be responded to during office hours. For more Terms & Conditions on social media use, please see the Social Media section.
- For more Terms & Conditions on contacting staff, please see the Contacting Staff section.

Communication - Contacting Teachers

- LCDC staff members, including Directors, are not to be personally contacted via social media, phone or text message. Email is the only accepted form of communication.
- All communication regarding additional lessons, class selection, feedback, or related matters must be directed through LCDC Administration or the Directors.
- All absences and notifications are to be communicated to LCDC admin. Minimum notice for absences or cancellations for Private Lessons apply.

Cancellations

- Changes or cancellations to enrolments will only be accepted in writing.
- Cancellations after a term has commenced still incur full-term fees, including for those paying via direct debit or instalments.
- Fees are strictly non-refundable.
- If a student drops a class but continues with other classes, a credit note may be provided at LCDC's discretion.
- Credit notes:
 - Cannot be transferred between students (including siblings)
 - Cannot be exchanged for cash
 - Are valid for 12 months from the date of issue.

Absences & Make-Up Classes

- Missed classes may be made up by attending:
 - another class of the same style and level (where available), or
 - a different style at the same level.
- All make-up classes must be taken within the same term as the missed class.
- All make-up classes must be arranged through LCDC office staff.
- Refunds are not provided for missed classes.
- No make-up classes are available during Watching Weeks.
- Make-up lessons are not available from Week 7 of Term 3, or at any time during Term 4, due to concert preparation.
- LCDC reserves the right to refuse or limit make-up classes at any time, due to the content and progression of classes.
- Please notify LCDC by phone or email if your child will be absent from class for any reason.
- If a student is absent for four or more consecutive weeks due to illness or extenuating circumstances, a discount or credit may be considered at the discretion of LCDC office staff. Supporting documentation (e.g. medical certificate) is appreciated.
- For extended family holidays of four weeks or more, credits or pro-rata arrangements may be made if requested in writing at least two weeks prior to departure.

Student Safety

- Students participate in classes at their own risk. LCDC accepts no liability for any injury that may be incurred while participating in class or present at LCDC premises.
- The nature of dances classes requires physical student-teacher contact for the purposes of placement and correction of technique and will always be appropriate. All teachers at LCDC have ACT Working With Vulnerable People clearance.
- Students must arrive and leave LCDC premises with street clothes covering their dance clothes. Dance shoes are not to be worn outside LCDC (i.e., walking to the car).
- Children are not to exit LCDC premises unless accompanied by an adult. Parents must ensure children understand this vital regulation.
- Should students be collected from LCDC by anyone other than a parent/guardian, LCDC should be notified.

Medical Treatment Authority

- Dance is a physical activity and, despite all reasonable precautions and safe dance practices, carries inherent risk.
- By enrolling, parents/guardians:
 - Acknowledge and accept this risk.
 - Authorise LCDC staff to administer basic first aid where required.

- Authorise LCDC to arrange ambulance transport or medical treatment if deemed necessary and contact cannot be made in a timely manner.
- Agree that any associated medical or ambulance costs remain the responsibility of the family.
- LCDC maintains current first aid qualifications and safe dance protocols at all times.

Arrival, Departure & Supervision

- Students must arrive and leave LCDC in street clothes over their dancewear.
- Dance shoes are not to be worn outside LCDC (e.g. when walking to the car).
- Children must not exit LCDC premises unless accompanied by an adult.
- If a student is to be collected by anyone other than a parent/guardian, LCDC must be notified.
- It is the responsibility of the parent/guardian to ensure their child has safely entered the studio and is under LCDC care before leaving.
- When student leaves LCDC premises, they are no longer under the care of LCDC.
- Students under 5 years old should have a parent/guardian on-site during class time. Please notify staff if you must leave the premises.
- Parents/guardians of Preschool students are required to enter the LCDC premises to collect their children.
- While not in class, but on LCDC premises, children remain the responsibility of their parents/guardians, including siblings.
- While office staff may be present and teaching staff may be in the building, supervision of students between classes, before class and after class is not the responsibility of LCDC staff. Parents/guardians must make reasonable assessments of their child's maturity and ability to behave safely and sensibly while waiting or make arrangements for appropriate supervision during these times.

Emergency Procedures

- LCDC maintains documented Emergency Evacuation and Lockdown Procedures in accordance with ACT safety requirements.
- In the event of:
 - Fire or evacuation, students will be escorted to the designated assembly area and rolls marked.
 - Lockdown, external doors will be secured and students supervised until an "all clear" is given by senior staff or emergency services.
- During any emergency procedure:
 - Students must follow staff directions immediately.
 - Parents must not attempt to enter the premises unless authorised.

- Evacuation drills may occur during class time.

Parking, Pick-Up & Drop-Off

- During peak hours (3:30–6:00 pm), parking at LCDC is limited.
- We ask that available spaces during these times be used as 10-minute pick-up and drop-off zones to ensure a smooth flow of traffic.
- Additional off-street parking is available in the surrounding areas.
- Parents/guardians must not:
 - Park directly in front of the roller doors, bins or in the emergency carpark.
 - Park in spaces belonging to other businesses at 73 Sheppard St, or at Acuform between 9:00 am – 5:30 pm
 - Park or wait along the driveway at any time.
- LCDC is not responsible for any fines or towing resulting from parking in a prohibited area

Office Hours

- **Monday & Friday:** 10:00 am – 5:30 pm
- **Tuesday – Thursday:** 12:00 pm – 5:30 pm
- **Saturday:** 9:00 am – 12:30 pm
- **Sunday:** Closed
- The office is subject to closure at any time without notice.

Classes & Timetables

- Students are not to participate in dance styles outside LCDC if those styles are available at LCDC. If a student takes classes elsewhere, parents are required to notify LCDC in the interest of safe dance practices.
- Students who are unwell or injured may be isolated and/or sent home from class.
- LCDC will make every effort to provide consistent teachers; however, classes may occasionally be taken by substitute teachers.
- LCDC reserves the right to change teachers or class allocations where necessary due to scheduling, illness, professional commitments or operational requirements. Such changes do not constitute grounds for refund.
- LCDC reserves the right to amend or cancel classes where necessary.
- Classes may be removed from the timetable if minimum numbers are not met. In this instance, accounts will be amended and families will only be charged for the classes run, regardless of attendance.

Attendance & Punctuality

- Regular attendance is essential to student progress, technical development and performance readiness. Dance training is cumulative, with skills, strength, and choreography building week by week.
- Absences affect not only the individual dancer but also the cohesion, spacing, and progress of the class as a whole.
- Students are expected to arrive on time, be properly presented, and be prepared for class. This includes wearing the correct uniform, wearing appropriate footwear, having hair secured as required, and being mentally prepared to participate.
- Adequate warm-up is a non-negotiable component of safe dance practice and injury prevention.
- Students arriving more than 10 minutes late may be required to observe rather than participate in class for safety reasons. This decision remains at the teacher's discretion.
- LCDC understands that some families navigate shared care arrangements. While we endeavour to support families wherever possible, the structured progression of our classes does not allow for week-on/week-off attendance.
- Consistent absences of this nature significantly affect student development, choreography retention, performance preparation and class outcomes. Families are asked to carefully consider this prior to enrolment.
- When attendance becomes irregular or affects performance readiness, LCDC reserves the right to adjust a student's participation in performances, examinations, private lessons, or performance groups in the interest of fairness, safety, and class integrity.

Uniform & Appearance

- Students are required to wear the correct LCDC uniform and appropriate shoes for every class.
- Hair must be in a secure ballet bun for all classes (except Preschool). Preschool students may wear a bun, neat ponytail or secure braid.
- Fringes must be pinned back for classes.
- Please refer to the uniform guidelines on our website for full details.

Term Dates & Public Holidays

- Preschool, Senior School and Adult classes are term-based and follow LCDC's published term dates.
- Term dates and public holidays are listed on our **Events** page at www.lisaclarkdancecentre.com.au/events
- Classes do not run on ACT public holidays. For classes that fall on a public holiday:
 - Students may request a make-up class in line with our Make-Up Terms & Conditions

Watching Classes

- To maintain focus and concentration, parents are generally not permitted to watch classes, except for Preschool students doing their first one or two lessons if needed to adapt to the new environment.
- LCDC offers Watching Week as follows:
 - End of Term 1: for all classes up to Advanced Foundation and its corresponding dance styles
 - Ballet in Term 2: Watching Week is not held during exam preparation; it will be held in the week following RAD Exams/Class Awards.
 - Jazz/Tap in Term 2: As above, Watching Week will be held in the week following Jazz/Tap Exams.
 - All other classes in Term 2: Watching Week is held in the final week of Term 2, unless additional exams are scheduled.
- There is no Watching Week at the end of Term 3 or Term 4 due to concert preparation.

Intellectual Property & Choreography

- All choreography, class material, music edits, performance concepts and artistic works created or taught at LCDC remain the intellectual property of Lisa Clark Dance Centre. This includes but is not limited to:
 - Performance Group choreography
 - Solo choreography
 - Examination preparation material
 - Concert productions
- Choreography may not be performed, reproduced, taught, entered into competitions, or shared publicly without written permission from the Director.

Classroom Rules

- All classes at LCDC are closed; only teachers and students may be in the studio during classes. Exceptions may be made for Preschool students for their first class or two while they settle.
- Only water is permitted inside the studio. Food and other drinks may only be consumed in the foyer or student areas. Chewing gum is strictly prohibited.
- Students must bring a water bottle to every class.
- Any damage done by students to the premises through misbehaviour or vandalism will be the responsibility of the parent to fix or replace.
- All students must adhere to the Student Code of Conduct at all times.

LCDC Premises Etiquette

- All persons on LCDC premises are expected to respect the space by:
 - Disposing of rubbish in the bins provided
 - Laving the kitchen, toilets, dressing rooms and waiting areas tidy
 - Returning toys and activities to their designated places.
- Students waiting before, between or after classes must behave safely and appropriately and avoid running or excessive noise.
- All dishes and cutlery from the kitchen before leaving the premises.
- Any damage inflicted on the property of LCDC due to student misbehaviour or vandalism will be payable to the parents.
- Students are to respect the personal belongings of their peers, teachers and LCDC. No items belonging to anyone but the owner are to be used or borrowed without the owners consent.

Security Camera & Surveillance Notice

- LCDC utilises visible security cameras in designated areas of the premises, including the foyer, all studio spaces, and student common areas, for the purposes of child safety, staff protection, incident documentation, and the protection of studio property.
- Cameras located near change rooms are positioned to face pigeonholes and storage areas only. At no time do cameras record inside change rooms, ensuring student privacy is always maintained.
- Security cameras operate continuously. However:
 - Footage will not be reviewed for the purpose of locating lost or stolen personal items.
 - Footage will not be accessed for behavioural matters unless a clear and reasonable date, time and nature of an incident is provided.
 - Surveillance is not monitored for casual viewing.
- Access to security footage is strictly controlled and limited to authorised by The Director Team. Footage is used only for legitimate safety, legal or operational purposes and in accordance with ACT privacy legislation. Top of Form

Personal Property

- All personal items should be clearly labelled with the student's name.
- Personal belongings should be stored in the designated spaces in dressing and warm-up areas.

Lost Property

- Lost property is stored in a tub in the student area. Items found around the studios are added regularly.
- Items of value (e.g. Watches, Fitbits, Phones,) will be kept at the front desk.

- Lost property will be kept until the end of each term. At that time:
 - Uncollected general items will be donated to charity
 - Unclaimed dancewear may be added to the LCDC second-hand store.
- LCDC is not responsible for the loss of, or damage to, personal property of any kind and will not email/SMS classes regarding lost property.

Performance Group & Private Lessons

- Please refer to the Performance Group Terms & Conditions and Private Lessons Terms & Conditions, available on the website and at the studio. These apply in addition to the general LCDC Terms & Conditions.

Video & Photography

- LCDC reserves the right to photograph or video students participating in classes or performances at any time for promotional and archival purposes.
- Any additional photography or filming by others must have prior permission from LCDC.
- Any footage supplied to students (e.g. to assist with home practice) remains the property of LCDC and is not to be shared with external parties without prior written consent.
- If you prefer that your dancer's image is not shared on social media, please inform LCDC in writing.

Social Media Use (Students, Parents & Staff)

- The Australian Government has introduced a minimum age of 16 for the use of age-restricted social media platforms under the *Online Safety Amendment (Social Media Minimum Age) Act 2024*.
- In alignment with this legislation and LCDC's duty of care, students under the age of 16 must not use social media platforms to contact LCDC staff or teachers.
- LCDC does not permit communication between students and staff via social media under any circumstances.
- Staff members are not permitted to follow, friend, message, or engage with students on social media platforms, whether public or private.
- Students are not permitted to contact teachers or staff members via social media.
- LCDC Business Page Exception
 - LCDC's official Instagram and Facebook business pages are the only exception to this rule.
 - Students under the age of 16 will not be followed by the LCDC business pages, which are managed by the Directors.

- The LCDC business pages may repost or reshare images or videos of students where students or parents/guardians have tagged the official LCDC account or where alternative written permission has been provided.
- Policy Compliance
 - Please refer to the Social Media Policy, available on the LCDC website and displayed at the studio.
 - All students, parents, and guardians must adhere to the Social Media Policy at all times.
 - Any breach of social media boundaries or conduct that compromises professional standards, student wellbeing, or safeguarding obligations will be treated as a serious breach of LCDC policy.

Code Of Conduct

- Please refer to the Code of Conduct available on the website and at the studio.
- All students, parents and guardians must adhere to the Code of Conduct at all times.

Covid-19 Addition

- If your child is unwell with any COVID-19 symptoms (e.g. fever, dry cough, fatigue), please do not send them to class until fully recovered.
- Students and families must follow current ACT Health guidelines regarding close contacts, isolation and testing.
- Parents are required to list their student's school, preschool, daycare or ELC at the time of enrolment for contact tracing purposes.
- If LCDC becomes an exposure site, or students are identified as close contacts, LCDC will notify affected families and cooperate fully with ACT Health.
- Any students attending LCDC who live in NSW must abide by ACT Health guidelines.
- If students miss classes due to positive COVID-19 tests or required isolation:
 - make-up classes may be booked where suitable classes and space are available;
 - if a suitable class is not available, no refunds or credits will be provided.
- LCDC will not host Zoom/virtual classes for absent students.
- COVID-19 related Terms & Conditions may be updated at any time without notice to align with public health advice.

Agreeing to LCDC Terms & Conditions

- All LCDC Terms & Conditions are accepted at the time of enrolment.
- Enrolments will not be processed unless these Terms & Conditions are agreed to—no exceptions.
- It is the responsibility of parents/guardians to read the Terms & Conditions thoroughly before enrolling.
- LCDC reserves the right to update Terms & Conditions at any time. The most current version will apply.