PRECISION INSTITUTE OF DANCE
PARENT HANDBOOK

A Message From Our Director;

Welcome to Precision Institute of Dance, and thank you for choosing our studio.

I have created this handbook to ensure clarity, consistency, and transparency for all families. Clear expectations allow us to focus on what matters most — quality training, dancer development, and a positive studio culture.

Our studio operates with professionalism, structure, and intention. We value commitment, respect, and open communication, and we ask that families support these values both inside and outside the studio. When dancers, parents, and teachers work together, the results extend far beyond technique — they build confidence, resilience, and pride in their training.

We are proud to support your dancer's journey and look forward to working with your family.

Kind Regards,

Emily Libby

Director | Precision Institute of Dance

Welcome to Precision Institute of Dance

This Parent Handbook has been created to provide families with a clear understanding of how our studio operates, what we expect from our students and families, and how we work together to support each dancer's growth. Inside, you'll find important information regarding our policies, procedures, communication, and studio culture. Our goal is to create a positive, respectful, and high-quality training environment where dancers can develop strong technique, confidence, and a love for their craft.

Our Training Philosophy

Precision Institute of Dance is committed to providing structured, technique-focused training in an environment that values excellence, respect, and growth. We believe in developing well-rounded dancers through strong foundations, intelligent training practices, and clear communication. Our programs are designed to challenge students appropriately while prioritising safety, confidence, and long-term development — not shortcuts or rushed results.

Purpose of This Handbook

This handbook exists to set clear expectations, maintain consistency, and support a positive studio experience for all families. By enrolling at Precision Institute of Dance, families agree to uphold the standards and policies outlined within this document

How To Use This Handbook

We encourage all families to read this handbook carefully and refer back to it throughout the year. It is designed to answer common questions and ensure a smooth, enjoyable experience for everyone involved in our studio community.

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2.1 Enrolment, Placement & Commitment

2.1.1 Enrolment Confirmation

Enrolment at Precision Institute of Dance is confirmed only once the official enrolment process has been completed through the studio's nominated enrolment system and all required payment arrangements are in place. Class places are strictly limited and cannot be held without confirmed enrolment.

2.1.2 Placement Authority

All student placements are determined solely at the studio's discretion. Placement decisions are based on a dancer's ability, technical proficiency, physical readiness, training history, maturity, behavioural suitability, and capacity to safely participate at the required level. Age, school year, friendship groups, previous placements, or prior training at this or other studios do not guarantee placement in any specific class or level.

2.1.3 Trial Classes

Trial classes are offered for assessment purposes only. Participation in a trial class does not constitute acceptance into a class, program, or level and does not guarantee ongoing placement.

2.1.4 Studio Rights & Discretion

The studio reserves the absolute right to:

- Place students in classes deemed appropriate for their development and safety
- Reassess students at any time throughout the year
- Move students between classes, levels, or programs with or without prior notice
- Restrict, refuse, or discontinue enrolment where placement is deemed unsuitable
- Remove students from classes where studio standards, safety requirements, attendance expectations, or behavioural standards are not met

Placement decisions are final, non-negotiable, and not subject to appeal. The studio is not required to provide justification for placement decisions beyond professional discretion.

2.1.5 Ongoing Commitment

Ongoing enrolment constitutes a commitment by both the student and family to:

- Regular and punctual attendance
- Respectful conduct toward teachers, staff, and fellow students
- Consistent effort, focus, and participation in all classes
- Adherence to all studio policies, procedures, and expectations

Families acknowledge that enrolment secures a position within a class, not a guaranteed experience, outcome, or result.

2.1.6 Changes to Classes & Structure

Parents acknowledge and accept that class structures, timetables, teacher allocations, and student placements may change at any time due to dancer development, class dynamics, enrolment numbers, staffing, or studio requirements. Such changes do not constitute grounds for refunds, credits, fee reductions, or withdrawal without notice.

2.1.7 Withdrawal & Notice Requirements

A minimum of 2 weeks written notice is required for all withdrawals. Fees remain payable during the notice period regardless of attendance. Failure to provide written notice does not remove or reduce any financial responsibility.

Failure to attend classes for a continuous period without communication may result in automatic cancellation of enrolment. All outstanding fees remain payable and enforceable under studio policies.

2.1.8 Failure to Meet Expectations

Failure to meet attendance, behavioural, or commitment expectations may result in reassessment, class changes, temporary suspension, or permanent withdrawal from the studio at the discretion of Precision Institute of Dance.

2.1.9 No Guarantee of Outcomes

The studio does not guarantee specific outcomes, results, placements, competition success, or progression. All development is dependent on individual effort, attendance, ability, and commitment.

2.1.10 Non-Transferability

Enrolments are non-transferable and cannot be shared, transferred, or exchanged between students, siblings, or families under any circumstances.

2.2 Fees, Payments & Financial Obligations

2.2.1 General Financial Responsibility

All fees at Precision Institute of Dance are charged in accordance with the studio's current fee schedule and are required to support staffing, facilities, programming, systems, and administration. By enrolling, families accept full financial responsibility for all fees associated with their child's enrolment.

Tuition fees are charged per term, and enrolment secures a place in a class, not attendance. Fees remain payable regardless of absences for any reason.

A $44 per year administration fee applies to all students and contributes to enrolment management, communication systems, scheduling, payment processing, and general studio administration.

2.2.2 Fee Structures

Recreational Students (7 classes or fewer per week)

Class	Cost Per Term	Cost + GST
1 per week	$200	$220
2 per week	$200	$220
3 per week	$300	$330
4 per week	$400	$440
5 per week	$500	$550
6 per week	$600	$660
7 per week	$700	$770
Solo Choreography Fee	$70	$77
30 Minute Private Lesson	$40	$44
45 Minute Private Lesson	$60	$66
60 Minute Private Lesson	$80	$88

Elite Students (8 classes or more per week)

Class	Cost Per Term	Cost + GST
8 per week	$800	$880
1 day of Part-Time Training	$600	$660
2 days of Part-Time Training	$1100	$1210
8 classes + 1 Part-Time day	$1300	$1430
8 classes + 2 Part-Time days	$1600	$1760
Solo Choreography Fee	$50	$55
30 Minute Private Lesson	$30	$33
45 Minute Private Lesson	$45	$49.50
60 Minute Private Lesson	$60	$66

2.2.3 Additional Fees & Estimates

There are numerous additional and optional fees throughout the year. These may vary depending on participation and external providers. Precision Institute of Dance has no control over external pricing or unexpected changes.

Event	Approximate Price	Optional/Compulsary
Enrollment	$44 per year	Compulsary
Competition Term Registration	$50 per competition	Compulsory for troupe dancers
Competition Costume Fee	$50-$250 per costume	Compulsory for troupe dancers
Examination Fee	$50-$120 per exam	Optional

Concert Shirt	$50	Compulsory

2.2.4 Parent Portal & Responsibility

All fees are posted to the parent portal. It is the sole responsibility of parents and guardians to check the portal frequently and consistently.

Failure to check the portal, read notifications, or review posted fees does not exempt families from payment obligations, due dates, or late fees.

Portal notifications and invoices are considered official notice.

2.2.5 Payment Terms & Due Dates

Tuition fees are due by Friday of Week 5 each term.

Non-tuition invoices must be paid within two weeks of being posted, unless a different due date is shown on the invoice. Online private lessons are paid in full when booking.

Fees are considered overdue immediately after the stated due date.

2.2.6 Payment Methods

Payments are only accepted through the StudioHQ parent portal unless expressly authorised by the studio.

Private lessons must be booked through StudioHQ unless otherwise advised. Online private lesson bookings require full payment at checkout. The booking is confirmed once successful payment has been verified.

2.2.7 Payment Plans

Weekly or fortnightly payment plans are available for eligible tuition invoices through StudioHQ. The final payment must fall on or before the last day of the invoiced term. Families may choose to finish earlier. Payment plans do not apply to private lessons or other non-tuition fees.

All approved payment plans must be adhered to strictly. Failure to meet a payment plan constitutes non-payment and may result in enforcement of late fees and further action.

2.2.8 Late Fees & Non-Payment

A one-off late fee of 10% may be applied seven days after the invoice due date, where disclosed on the invoice. It is not charged again each week.

Any applicable late fee and its timing will be shown on the invoice. Families should contact the studio promptly if they need assistance with payment.

Continued non-payment may result in:

- Suspension from classes
- Removal from performances, exams, or events
- Loss of enrolment priority
- Permanent withdrawal from the studio

2.2.9 No Refunds Policy

No refunds are provided once a fee has been paid, except where required by Australian Consumer Law.

Fees are non-refundable once the term has commenced. No refunds, credits, or fee reductions are provided for missed classes, illness or injury, holidays or travel, school commitments, timetable or teacher changes, withdrawal after payment, or change of mind.

Fees are charged based on enrolment, not attendance.

Nothing in this policy excludes, restricts, or modifies any rights under Australian Consumer Law. Where a service is not delivered with due care and skill or cannot be provided, remedies will be offered in accordance with applicable legislation.

2.2.10 Credits & Account Balances

Where a credit exists on an account at the time enrolment ceases, the credit will not be reimbursed or refunded under any circumstances.

Any remaining credit will stay on the account and may only be used in accordance with studio policies if enrolment recommences, subject to expiry or usage conditions set by the studio.

2.2.11 Injury, Illness & Financial Obligations

Injury or illness does not pause, suspend, or cancel fee obligations.

Requests for consideration must be submitted in writing. Any consideration offered is at the studio's sole discretion and is not guaranteed.

2.2.12 Private Lessons & Additional Services

Private lessons, choreography, intensives, workshops, exams, and special programs are charged separately from tuition.

Private lesson fees are non-refundable once paid. Late cancellations or non-attendance may result in forfeiture of the lesson fee.

2.2.13 Communication & Financial Responsibility

Failure to read communications, invoices, or portal notifications does not exempt families from payment obligations.

Continued enrolment constitutes acceptance of all financial policies, charges, penalties, and enforcement procedures outlined in this handbook.

2.2.14 Debt Recovery

The studio reserves the right to engage a third-party debt collection agency to recover any outstanding balances.

All costs associated with debt recovery, including administrative and legal fees, may be added to the original amount owed.

2.2.15 Chargebacks & Payment Disputes

Any bank chargebacks or payment disputes initiated without first contacting the studio will be treated as a breach of this agreement.

The studio reserves the right to recover all outstanding fees and any associated costs.

2.3 Absences, Attendance & Make-Up Classes

2.3.1 General Attendance Expectations

Regular attendance is essential for dancer safety, technical progression, and the overall standard of training at Precision Institute of Dance. By enrolling, families acknowledge that consistent attendance and punctuality are fundamental expectations of all students, regardless of age, level, or program.

Enrolment secures a place in a class, not guaranteed attendance outcomes. Fees are charged based on enrolment and remain payable regardless of absences for any reason, including but not limited to illness, injury, holidays, school commitments, family events, examinations, or personal circumstances.

2.3.2 Absence Notification

Parents are encouraged to notify the studio of absences via the appropriate communication channel. Notification is for administrative awareness only and does not alter financial obligations or entitle the student to a make-up class.

Failure to notify the studio of an absence does not change the application of this policy.

2.3.3 Make-Up Classes

Make-up classes are not guaranteed and are offered strictly at the discretion of the studio. Where offered, make-up classes are subject to availability, appropriate level placement, class capacity, scheduling limitations, and safety considerations.

The studio may limit, restrict, or decline make-up classes to preserve class structure, teaching quality, and student safety. The studio is not required to provide a make-up class for every missed session.

Make-up classes must be used within the same term unless otherwise approved and cannot be transferred, credited, or refunded.

Make-up classes are not available for students with outstanding fees.

2.3.4 Private Lesson Absences

Private lessons missed due to illness, holidays, or personal commitments are subject to the private lesson cancellation policy. Late cancellations or failure to attend a scheduled private lesson may result in forfeiture of the lesson fee.

2.3.5 Punctuality & Preparedness

Students are expected to arrive on time, properly prepared, and ready to participate. Late arrivals may be asked to sit out, observe, or miss part or all of a class if entry would disrupt learning or compromise safety.

Repeated lateness may be treated as unsatisfactory attendance and may result in further action at the studio's discretion.

2.3.6 Attendance Requirements for Events & Assessments

Attendance requirements apply to all rehearsals, examinations, assessments, performances, competitions, intensives, and compulsory studio events.

Absence from required sessions may impact eligibility for participation and does not constitute grounds for refunds, credits, or fee adjustments.

2.3.7 Inconsistent Attendance & Reassessment

Excessive or ongoing absences may compromise a student's ability to train safely and progress effectively. Where attendance becomes inconsistent, the studio reserves the right to reassess class placement, recommend a reduced training load, move the student to a more suitable class, or discontinue enrolment where minimum attendance expectations are not met.

2.3.8 Non-Attendance Without Communication

Ongoing non-attendance without communication may result in removal from classes at the studio's discretion. Such removal does not cancel or reduce any outstanding fees or financial obligations.

2.3.9 Competition Team Attendance Requirements

Students selected for a competition team are required to maintain a high level of attendance, punctuality, and commitment. Participation includes all rehearsals, performances, competitions, and scheduled events.

Failure to meet attendance expectations may result in removal from routines, reassignment of positions, or removal from the competition team at the studio's discretion. Such removal does not reduce or eliminate any financial obligations.

2.3.10 Acceptance of Attendance Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this attendance policy. Decisions relating to attendance management, make-up classes, and placement outcomes are final and not subject to negotiation.

2.4 Behaviour, Discipline & Studio Culture

2.4.1 Studio Culture & Expectations

Precision Institute of Dance is committed to maintaining a safe, respectful, and professional training environment for all students, families, and staff. Studio culture is built on mutual respect, accountability, discipline, and a shared commitment to high standards.

By enrolling, families agree to uphold and support these expectations both within and beyond the studio environment.

2.4.2 Student Behaviour Standards

All students are expected to behave respectfully at all times. This includes listening to and following teacher instructions, treating staff and fellow students with courtesy, training safely, and contributing positively to the learning environment.

Disruptive, unsafe, disrespectful, or inappropriate behaviour will not be tolerated.

Students must follow all studio rules regarding safety, uniform, presentation, punctuality, and the use of facilities. Running in studio spaces, misuse of equipment, or behaviour that places others at risk is strictly prohibited.

2.4.3 Parent Conduct & Communication

Parents and guardians are expected to model respectful conduct at all times. Communication with staff must remain professional, courteous, and appropriate.

Parents must not:

- Interrupt classes or teaching time
- Confront teachers during classes
- Discuss concerns publicly, including via group chats or social media

All concerns must be raised privately and in writing through the appropriate studio communication channels.

2.4.4 Parent Interference

Parents and guardians must not coach, instruct, or correct students during classes, rehearsals, or events. This includes verbal, physical, or non-verbal direction from viewing areas.

2.4.5 Social Media & Public Conduct

Families must not post, share, or distribute negative, misleading, or defamatory content about the studio, staff, or students on any platform.

Harassment, aggressive communication, intimidation, defamatory statements, gossip, or public criticism will not be tolerated and may result in immediate termination of enrolment without refund.

2.4.6 Non-Solicitation of Students

Families must not directly or indirectly solicit, recruit, or encourage other students to leave the studio or join another organisation.

Any attempt to interfere with enrolments, staff, or studio operations may result in immediate termination without refund.

2.4.7 Disciplinary Action

Disciplinary action may be taken where behaviour standards are not met. This may include verbal warnings, temporary removal from a class, parent communication, reassessment of placement, suspension, or permanent withdrawal from the studio.

The studio reserves the right to determine appropriate consequences based on the severity, frequency, and impact of the behaviour.

2.4.8 Right to Refuse Service

The studio reserves the right to refuse service, restrict access, or discontinue enrolment where behaviour from a student or family compromises the safety, well-being, reputation, or culture of the studio.

Decisions relating to behaviour management and disciplinary outcomes are final and not subject to negotiation.

2.4.9 Acceptance of Behaviour Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this behaviour and discipline policy. These standards exist to protect students, staff, and the integrity of the studio and are consistently enforced across all programs and levels.

2.5 Withdrawals, Reductions & Class Changes

2.5.1 General Withdrawal Policy

Withdrawal from Precision Institute of Dance must be submitted in writing via the studio's official communication channels. Verbal notice, non-attendance, or informal communication does not constitute a valid withdrawal.

Enrolment remains active, and fees continue to be charged, until formal written notice has been received and processed.

2.5.2 Notice Requirements

A minimum of 2 weeks written notice is required for all withdrawals.

Fees remain payable during the notice period regardless of attendance. Failure to provide written notice does not remove or reduce any financial responsibility.

Enrolment at Precision Institute of Dance is considered a commitment for the full term.

2.5.3 Financial Obligations on Withdrawal

All fees associated with enrolment remain payable at the time of withdrawal. This includes any outstanding tuition, late fees, and any additional charges already incurred.

No refunds, credits, or transfers will be provided for any fees paid, including tuition, costumes, choreography, competitions, workshops, or other services.

Withdrawal does not cancel or reduce any financial commitments already agreed to or incurred prior to the withdrawal date.

If withdrawal is requested within the first two (2) weeks of the term, the standard two-week notice period applies.

If withdrawal is requested after the first two (2) weeks of term, families remain financially responsible for the remainder of the full term, regardless of attendance.

This policy ensures class stability, protects the integrity of group training, and reflects the studio's upfront commitment to staffing, scheduling, and resources.

Exceptions to this policy are at the sole discretion of the studio and will only be considered in exceptional circumstances.

2.5.4 Non-Attendance & Abandonment of Enrolment

Failure to attend classes without communication does not constitute withdrawal.

Students who cease attending without providing written notice will remain financially responsible for all fees, including the required notice period and any outstanding balances.

2.5.5 Class Reductions & Changes

Requests to reduce class numbers or change enrolment must be submitted in writing and are subject to studio approval.

Approved reductions may not take effect immediately and may be subject to the same notice period as withdrawals. Fees will be adjusted only once changes have been confirmed by the studio.

2.5.6 Competition Team Commitment & Withdrawal

Students selected for a competition team are committing to a full competition season. This includes all rehearsals, performances, competitions, and scheduled events.

All competition-related fees remain payable in full once committed, regardless of withdrawal, absence, injury, or change in circumstances. This includes, but is not limited to:

- Competition entry fees (solo, duo, troupe)
- Troupe entry fees
- Choreography fees
- Costume fees
- Rehearsals, workshops, and associated training costs

These costs are committed in advance by the studio and are non-refundable.

If a student withdraws from the competition team prior to completing the season:

- All outstanding competition-related fees remain payable in full

- No refunds, credits, or transfers will be provided
- Withdrawal does not remove financial responsibility for any competitions, routines, or costs already committed to

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2.5.7 Costume Ownership & Transfer (Competition Team)

Competition costumes are purchased by families for use within the competition team. Ownership of the costume transfers to the family only upon completion of the full competition season.

If a student withdraws prior to completing the season, all costumes must be returned to the studio within 7 days of the student's final class. Costumes will be reassigned to replacement dancers at the studio's discretion.

The studio does not provide refunds for costume costs. Any reimbursement is to be arranged privately between families and is not the responsibility of the studio.

Failure to return costumes, or returning them in a damaged or unusable condition, may result in a replacement fee determined by the studio.

2.5.8 Replacement & Choreography Adjustments

The studio reserves the right to replace any withdrawing dancer in routines and to make changes to choreography, spacing, formations, or casting as required.

All decisions relating to competition teams and routines are final and not subject to negotiation.

2.5.9 Injury or Inability to Perform

In the event of injury or inability to perform, all fees remain payable, including competition-related expenses.

Participation may be modified at the studio's discretion; however, financial commitments remain unchanged.

2.5.10 Acceptance of Withdrawal Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this withdrawal policy.

All decisions relating to withdrawals, class changes, financial obligations, and competition commitments are final and not subject to negotiation.

2.6 Uniform, Grooming & Presentation

2.6.1 General Requirements

Correct uniform, grooming, and presentation are essential components of professional dance training at Precision Institute of Dance. These standards support safety, discipline, focus, and consistency across all classes and programs.

By enrolling, families agree to comply with all uniform and presentation requirements as set by the studio.

2.6.2 Uniform Compliance

Students are required to attend all classes in the correct studio-approved uniform unless otherwise advised.

Uniform requirements may vary by class style, level, or program and are communicated via the studio handbook, parent portal, or official studio communication channels.

Failure to wear the correct uniform may result in a student being asked to sit out, observe, or participate at the teacher's discretion.

Repeated failure to comply with uniform requirements may result in further disciplinary action.

2.6.3 Class Uniform Requirements

Class	**Uniform**
Classical Grades Pre-Primary to Grade 3 RAD	Pink RAD Bloch 'Rosa' leotard, theatrical pink tights, Capezio Hanami ballet shoes, hair in a neat bun
Classical Grades 4 to Advanced	Black classical leotard in any style
All other classes	Black crop top and shorts, tan or black block jazz shoes, tan tap shoes

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2.6.4 Grooming & Hair Standards

Hair must be neat, secure, and appropriately styled for all classes. For all classes, hair must be worn in a bun unless otherwise advised.

Loose or inappropriate hair that compromises safety or distracts from training is not permitted.

Grooming requirements may vary for competitions, performances, examinations, photoshoots, and studio events.

2.6.5 Jewellery & Personal Items

Jewellery must not be worn in class unless medically required.

Watches, smart devices, and non-essential accessories are not permitted during class time.

Nails must be kept at a safe length to prevent injury to the student or others.

2.6.6 Presentation Standards

Students are expected to maintain a high standard of personal presentation at all times. This includes clean uniform items, appropriate footwear, and adherence to grooming requirements.

Uniform and presentation standards apply to all classes, rehearsals, examinations, performances, competitions, intensives, and studio-related activities unless otherwise specified.

2.6.7 Uniform Changes & Updates

The studio reserves the right to update uniform requirements as needed. Families will be notified of any changes with reasonable notice.

Continued enrolment constitutes acceptance of updated uniform and presentation requirements.

2.6.8 Non-Compliance

Failure to comply with uniform, grooming, and presentation requirements on an ongoing basis may result in:

- Being asked to sit out or observe class
- Restricted participation in classes or events
- Reassessment of placement
- Disciplinary action at the studio's discretion

2.6.9 Responsibility of Families

It is the responsibility of parents and guardians to ensure that students attend classes fully prepared and in the correct uniform.

Failure to prepare a student appropriately does not exempt them from participation requirements or studio expectations.

2.7 Health, Safety & Injury

2.7.1 General Health & Safety

The health and safety of all students, families, and staff are a priority at Precision Institute of Dance. While every reasonable effort is made to provide a safe training environment, dance and physical training involve inherent risks.

By enrolling, families acknowledge and accept these risks and agree to comply with all health and safety requirements outlined by the studio.

2.7.2 Medical Disclosure

Parents and guardians must disclose all relevant medical conditions, injuries, allergies, learning needs, or physical limitations at the time of enrolment and update the studio promptly if circumstances change.

Failure to disclose relevant information may place the student at risk and may limit the studio's ability to provide appropriate support.

2.7.3 Participation While Unwell or Injured

Students must not attend class if they are unwell, injured, or unable to participate safely, unless medically cleared to do so.

Where a student attends class with an injury or limitation, the studio reserves the right to modify participation, restrict activity, or require the student to sit out if training is deemed unsafe.

2.7.4 Medical Responsibility

Teachers and staff are not medical professionals and are not permitted to diagnose injuries or provide medical advice.

Any guidance provided during class is limited to general training modification for safety purposes only.

Medical clearance may be required before a student returns to full participation following injury or illness.

2.7.5 Risk & Liability Acknowledgement

Participation in all classes, rehearsals, performances, examinations, competitions, and studio activities is undertaken at the student's own risk.

Families acknowledge that participation in dance involves physical contact, repetitive movement, and an inherent risk of injury, and accept these risks as part of training.

To the fullest extent permitted by law, Precision Institute of Dance is not liable for any injury, loss, or damage sustained during participation in any class or activity, except where required by Australian Consumer Law.

2.7.6 Injury Management

In the event of an injury during class, reasonable first aid may be administered where appropriate, and parents or guardians will be notified as soon as practicable.

The studio is not responsible for ongoing medical treatment, rehabilitation, or associated costs.

2.7.7 Student Responsibility

Students are expected to follow all safety instructions provided by teachers and staff at all times.

Unsafe behaviour, misuse of equipment, failure to follow instructions, or actions that place others at risk will not be tolerated and may result in removal from class or further disciplinary action.

2.7.8 Studio Authority on Safety

The studio reserves the right to restrict participation, reassess placement, or suspend or discontinue enrolment where health or safety concerns arise.

All decisions relating to safety and participation are final and made in the best interests of the student and the studio environment.

2.7.9 Financial Responsibility During Injury

Injury or illness does not pause, suspend, or cancel fee obligations. All fees remain payable in accordance with the studio's financial policies.

2.7.10 Acceptance of Health & Safety Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this health and safety policy and acknowledgement of the inherent risks associated with dance training.

2.8 Communication, Privacy & Parent Responsibilities

2.8.1 Communication Expectations

Clear, consistent, and professional communication is essential to the effective operation of Precision Institute of Dance.

By enrolling, families agree to adhere to the studio's communication procedures and acknowledge their responsibility to remain informed through the studio's nominated platforms.

2.8.2 Approved Communication Channels

All official studio communication is delivered via the BAND app, which is the studio's primary channel for announcements, reminders, updates, timetables, events, and important notices.

Email and mobile communication (including calls or SMS) may also be used where appropriate.

Emily: emily@precisioninstitute.com.au

Tahli: tahli@precisioninstitute.com.au

Instagram, Facebook, and other social media platforms are not approved communication channels for studio enquiries, requests, or important matters.

Parents and guardians are required to join the studio BAND page using the following link: https://band.us/n/a2a3baHfI590n

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2.8.3 Parent Responsibility to Stay Informed

Parents must ensure that notifications are enabled for the BAND app at all times and that updates are checked regularly.

Parents are responsible for ensuring access to the BAND app at all times. Technical issues or app-related problems do not exempt families from communication obligations.

Failure to join the BAND page, enable notifications, or read updates does not exempt families from policies, deadlines, fees, or studio requirements.

All communication published via the BAND app is considered official notice.

2.8.4 Identification Requirements

For clarity and identification purposes, all parents must ensure their BAND username is set to their full name, followed by their child's name in brackets.

Example: Parent Full Name (Child Full Name)

2.8.5 Contact Information

It is the responsibility of parents and guardians to ensure that all contact details are accurate and up to date across all studio systems, including the parent portal and BAND.

Failure to receive or read communications due to incorrect details, disabled notifications, or lack of engagement does not alter the application of studio policies.

2.8.6 Communication with Staff

Parents must communicate with staff in a respectful, professional, and appropriate manner at all times.

Teachers are not to be interrupted during classes or teaching time. All concerns, questions, or requests must be raised privately and in writing via the appropriate communication channel.

The studio will respond within a reasonable timeframe during business hours.

2.8.7 Public Communication & Conduct

Public discussion of studio matters is not permitted. This includes complaints, disputes, staff performance, student issues, or internal studio decisions discussed via group chats, social media, or public forums.

Harassment, aggressive communication, defamatory statements, or repeated inappropriate contact will not be tolerated and may result in disciplinary action, including termination of enrolment.

2.8.8 Privacy & Confidentiality

The studio respects the privacy of all students, families, and staff. Personal information is collected, stored, and managed in accordance with applicable privacy legislation and is used solely for enrolment, communication, and studio operations.

Families must also respect the privacy of others and must not share personal information, images, videos, or private matters relating to other students or staff without consent.

2.8.9 Photography & Filming by Parents

Photography or filming by parents during classes is not permitted unless expressly authorised by the studio.

Any authorised media use must comply with studio guidelines and privacy requirements.

2.8.10 Updates to Communication Systems

The studio reserves the right to update communication platforms, procedures, or requirements as needed.

Continued enrolment constitutes acceptance of any updated communication processes once communicated.

2.8.11 Non-Compliance

Failure to comply with communication, privacy, or conduct expectations may result in:

- Restricted communication access
- Disciplinary action
- Termination of enrolment

All decisions are made at the discretion of Precision Institute of Dance.

2.9 Photography, Video & Media Use

2.9.1 Purpose of Media Use

Photography, video recording, and media use are managed carefully at Precision Institute of Dance to protect student safety, privacy, and the professional training environment.

By enrolling, families acknowledge and consent to the studio's media policies as outlined below.

2.9.2 Studio Media Capture & Use

The studio may capture photographs and video footage of students during classes, rehearsals, performances, examinations, workshops, and studio events.

This content may be used for purposes including, but not limited to:

- Training and review
- Assessment
- Marketing and promotion
- Website and social media content
- Studio publications and materials

Enrolment constitutes consent for general studio media use unless an exemption has been formally requested and approved in writing.

2.9.3 Parent Photography & Filming Restrictions

Parents and guardians are not permitted to photograph or film classes under any circumstances unless expressly authorised by the studio.

This includes regular classes, rehearsals, private lessons, and assessments.

Unauthorised filming or photography may disrupt the learning environment and compromise student privacy and safety.

2.9.4 Event Photography & Usage Guidelines

Where photography or filming is permitted at specific events or performances, parents must comply with all studio guidelines and venue rules.

The studio reserves the right to restrict or prohibit photography and filming at any event at its discretion.

Images or footage captured must not be:

- Shared publicly without permission
- Edited or altered in a way that misrepresents the studio
- Distributed in a manner that may impact the privacy, safety, or reputation of students or staff

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2.9.5 Privacy of Other Students

Families must not post, share, or distribute images or videos of other students without consent from the relevant families.

This applies to all platforms, including social media, messaging apps, group chats, and public forums.

Respect for the privacy of all students and families is mandatory.

2.9.6 Opt-Out Requests

Requests to opt out of studio media use must be submitted in writing.

Where approved, the studio will take reasonable steps to accommodate the request; however, full exclusion from all media cannot be guaranteed in group settings, performances, or live events.

2.9.7 Ownership of Media

All media captured by the studio or its authorised representatives remains the property of Precision Institute of Dance.

The studio reserves the right to edit, store, archive, and reuse media at its discretion in line with branding, marketing, and operational needs.

2.9.8 Misuse of Media

Any misuse of studio media, including unauthorised sharing, editing, or distribution, may result in disciplinary action.

2.9.9 Non-Compliance

Failure to comply with photography, video, or media policies may result in:

- Removal from the premises
- Restricted access to classes or events
- Disciplinary action
- Termination of enrolment without refund

2.9.10 Acceptance of Media Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this media policy and acknowledgment of the studio's right to manage all photography, video, and media use within the studio environment.

Here is your **final copy-and-paste version of 2.10** with the upgrade added in the correct place:

2.10 Timetable, Staffing & Class Changes

2.10.1 General Operations

Timetables, staffing, and class structures at Precision Institute of Dance are designed to support safe, effective, and high-quality training.

While the studio endeavours to provide consistency wherever possible, flexibility is required to respond to enrolment numbers, dancer development, staffing availability, and operational needs.

2.10.2 Timetable Changes

Class timetables are subject to change at any time.

Changes may include, but are not limited to:

- Class times and durations
- Class groupings and levels
- Studio locations
- Combining or splitting classes
- Cancellation or rescheduling of classes

Short-notice changes may occur where required due to unforeseen circumstances, staffing availability, or operational requirements.

Such changes do not constitute grounds for refunds, credits, fee reductions, or withdrawal without notice.

2.10.3 Staffing & Teacher Allocation

Teachers may be substituted or reassigned as required. The studio does not guarantee instruction by a specific teacher.

All teachers engaged by the studio are appropriately qualified or trained to deliver classes in line with studio standards.

Changes to teaching staff do not entitle families to refunds, credits, or fee adjustments.

2.10.4 Class Viability & Cancellation

Classes may be cancelled, combined, or discontinued where minimum enrolment numbers are not met or where continuation is not operationally viable.

Where possible, families may be offered alternative class options; however, availability is not guaranteed.

2.10.5 Class Placement Adjustments

Class placements and structures may change in response to dancer development, safety considerations, or class dynamics.

The studio reserves the right to move students between classes or adjust groupings to maintain appropriate training levels, class balance, and overall safety.

2.10.6 Communication of Changes

Timetable information and updates will be communicated via the studio's official communication channels.

It is the responsibility of parents and guardians to remain informed of current schedules and changes.

Failure to read or receive communications does not alter the application of this policy.

2.10.7 Studio Authority

The studio reserves the right to make all operational decisions relating to timetables, staffing, and class structures in the best interests of students, staff, and the studio as a whole.

All decisions are final and not subject to negotiation.

2.10.8 Acceptance of Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this timetable, staffing, and class change policy and acknowledgment that flexibility is an inherent part of studio operations.

2.11 Events, Performances, Exams & Assessments

2.11.1 Participation Overview

Participation in events, performances, examinations, assessments, competitions, and studio presentations forms part of the training and development opportunities offered at Precision Institute of Dance.

These opportunities support performance experience, skill assessment, and artistic growth; however, participation is subject to studio discretion and policy requirements.

2.11.2 Eligibility & Selection

Participation in any event, performance, exam, or assessment is not guaranteed and may depend on factors including attendance, behaviour, commitment, readiness, technical level, and adherence to studio policies.

The studio reserves the right to determine eligibility and suitability for all events and assessment opportunities.

2.11.3 Commitment to Participation

Once a student has committed to a performance, competition, or event, participation is expected.

The studio reserves the right to remove a student from an event or performance if attendance, behaviour, or preparation standards are not met.

Withdrawal from an event may impact future eligibility for performances, competitions, or special opportunities at the studio.

2.11.4 Event Fees & Financial Obligations

Additional fees may apply for events, performances, examinations, competitions, costumes, entry fees, venue hire, rehearsals, and associated expenses.

All event-related fees are charged separately from tuition and must be paid by the stated due dates. Event-related fees are non-refundable once paid.

All financial obligations relating to events are subject to the studio's financial and withdrawal policies outlined in Sections 2.2 and 2.5.

2.11.5 Attendance Requirements

Attendance at rehearsals, assessments, examinations, competitions, and compulsory studio events is mandatory where participation has been confirmed.

Absence from required sessions may result in removal from the event, assessment, or performance and does not constitute grounds for refunds, credits, or fee adjustments.

2.11.6 Costumes & Performance Requirements

Costumes, uniforms, props, and performance requirements must be purchased or arranged as directed by the studio.

Costs associated with these items are the responsibility of families. Costumes and performance-related items remain the property of the student unless otherwise stated.

2.11.7 Changes to Events

The studio reserves the right to make changes to event details, including dates, venues, schedules, choreography, groupings, and participation requirements.

Such changes do not constitute grounds for refunds, credits, or withdrawal without notice.

2.11.8 Behaviour at Events

Behaviour and conduct expectations apply at all events, performances, rehearsals, and assessments.

Students and families are expected to represent the studio respectfully at all times. Failure to adhere to behaviour expectations may result in removal from participation and further disciplinary action.

2.11.9 Acceptance of Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this events and assessments policy and acknowledgment that participation is a privilege, not an entitlement.

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Participation in events, performances, examinations, assessments, competitions, and studio presentations forms part of the training and development opportunities offered at Precision Institute of Dance.

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The studio reserves the right to determine eligibility and suitability for all events and assessment opportunities.

2.11.3 Commitment to Participation

Once a student has committed to a performance, competition, or event, participation is expected.

The studio reserves the right to remove a student from an event or performance if attendance, behaviour, or preparation standards are not met.

Withdrawal from an event may impact future eligibility for performances, competitions, or special opportunities at the studio.

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Additional fees may apply for events, performances, examinations, competitions, costumes, entry fees, venue hire, rehearsals, and associated expenses.

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Absence from required sessions may result in removal from the event, assessment, or performance and does not constitute grounds for refunds, credits, or fee adjustments.

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Costumes, uniforms, props, and performance requirements must be purchased or arranged as directed by the studio.

Costs associated with these items are the responsibility of families. Costumes and performance-related items remain the property of the student unless otherwise stated.

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The studio reserves the right to make changes to event details, including dates, venues, schedules, choreography, groupings, and participation requirements.

Such changes do not constitute grounds for refunds, credits, or withdrawal without notice.

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Behaviour and conduct expectations apply at all events, performances, rehearsals, and assessments.

Students and families are expected to represent the studio respectfully at all times. Failure to adhere to behaviour expectations may result in removal from participation and further disciplinary action.

2.11.9 Acceptance of Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this events and assessments policy and acknowledgment that participation is a privilege, not an entitlement.

2.12 Private Lessons, Choreography & Additional Training

2.12.1 Overview

Private lessons, choreography, and additional training opportunities are offered at Precision Institute of Dance to support individual development, refine technique, prepare for assessment, and enhance performance readiness.

Participation in these services is optional and subject to studio availability, suitability, and policy requirements.

2.12.2 Booking & Scheduling

Private lessons must be booked through the studio's nominated booking system unless otherwise advised.

Lessons are scheduled based on teacher availability and studio capacity and are not guaranteed at specific times or with specific teachers.

Online private lesson bookings must be paid in full through StudioHQ before the lesson is confirmed. Please contact the studio about any alternative arrangements.

2.12.3 Fees & Payments

Private lesson fees are separate from tuition and are payable in full when booking online. Standard lessons cost $80 per hour before GST; Elite lessons cost $60 per hour before GST. The checkout displays the lesson price, 10% GST and the total before payment.

All fees for private lessons, choreography, and additional training services are non-refundable once paid.

2.12.4 Cancellations & Non-Attendance

Missed private lessons, late cancellations, or failure to attend for any reason may result in forfeiture of the lesson fee.

Notice requirements for cancellations are set at the time of booking and must be adhered to strictly.

The studio reserves the right to charge the full lesson fee for cancellations made outside of the required notice period.

Rescheduling is not guaranteed and is offered at the discretion of the studio.

2.12.5 Choreography Services & Ownership

Choreography services, including solos, duos, trios, and group items, are charged separately from tuition and private lessons.

Choreography fees apply per item and must be paid by the stated due date.

Once choreography has commenced, fees are non-refundable regardless of withdrawal, availability, injury, or change in circumstances.

All choreography created by Precision Institute of Dance staff remains the intellectual property of the studio. This includes any choreography taught, set, or developed while a student is enrolled at the studio.

Choreography may not be performed, taught, replicated, or used outside of Precision Institute of Dance without prior written permission from the studio.

The studio reserves the right to request removal of choreography from competitions, performances, or any public setting where this policy is breached.

2.12.6 Additional Training Opportunities

Additional training opportunities, including workshops, intensives, masterclasses, and extension programs, may be offered throughout the year.

Participation is subject to suitability, availability, and payment of applicable fees. All fees for additional training are non-refundable once paid.

2.12.7 Suitability & Participation

The studio reserves the right to determine suitability for private lessons, choreography, and additional training based on student readiness, attendance, behaviour, and alignment with studio standards.

Participation may be restricted, reassessed, or discontinued where expectations are not met.

2.12.8 Relationship to Group Training

Private lessons, choreography, and additional training do not replace regular class attendance.

Ongoing enrolment in appropriate group classes is required to support safe, balanced, and effective development.

2.12.9 Studio Authority

The studio reserves the right to allocate teachers, adjust lesson structures, and modify training arrangements as required.

All decisions relating to private lessons, choreography, and additional training are final and not subject to negotiation.

2.12.10 Acceptance of Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this private lessons, choreography, and additional training policy and acknowledgment that these services are subject to studio discretion and availability.

2.13 Force Majeure & Exceptional Circumstances

2.13.1 General Conditions

Precision Institute of Dance endeavours to operate all classes, programs, events, and services as scheduled; however, circumstances beyond the studio's reasonable control may occasionally impact normal operations.

By enrolling, families acknowledge that such circumstances may arise and agree to the terms outlined in this policy.

2.13.2 Definition of Force Majeure

Force majeure events include, but are not limited to:

- Government restrictions or directives
- Public health emergencies, pandemics, or epidemics
- Natural disasters or extreme weather events
- Fire, flood, or facility damage
- Power outages or technical failures
- Staff illness or unavailability
- Industrial action
- Any other event beyond the studio's control that prevents normal operation

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2.13.3 Operational Adjustments

In the event of a force majeure or exceptional circumstance, the studio reserves the right to cancel, suspend, reschedule, relocate, modify, or adjust classes, timetables, programs, events, rehearsals, examinations, performances, or services as required to ensure safety and operational viability.

2.13.4 Alternative Arrangements

Where disruptions occur, the studio may offer alternative arrangements at its discretion.

This may include:

- Adjusted schedules
- Replacement classes
- Online or remote delivery
- Modified programming
- Deferred services

Alternative arrangements are offered where reasonably possible but are not guaranteed.

2.13.5 Fees & Financial Obligations

Fees remain payable during periods of disruption unless otherwise required by Australian Consumer Law.

The occurrence of a force majeure event does not entitle families to refunds, credits, fee reductions, or withdrawal without notice.

Any consideration offered is at the sole discretion of the studio and assessed on a case-by-case basis.

2.13.6 Limitation of Liability

To the fullest extent permitted by law, the studio is not liable for any losses, expenses, inconvenience, disruption, or damages arising from force majeure events or operational changes resulting from such circumstances.

2.13.7 Communication of Changes

Communication regarding disruptions or operational changes will be provided via the studio's official communication channels where practicable.

It remains the responsibility of parents and guardians to stay informed and comply with any revised arrangements or requirements.

2.13.8 Studio Authority

All decisions relating to operational changes during force majeure events are made at the discretion of the studio and are final and not subject to negotiation.

2.13.9 Acceptance of Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this force majeure policy and acknowledgment that flexibility is required in exceptional circumstances.

2.14 Termination of Enrolment & Right to Refuse Service

2.14.1 General Authority

Precision Institute of Dance reserves the right to terminate enrolment or refuse service where continued participation is deemed unsuitable, unsafe, or misaligned with studio policies, standards, or values.

This policy exists to protect students, staff, families, and the integrity of the studio environment.

2.14.2 Grounds for Termination

The studio may terminate enrolment immediately or with notice if a student or parent/guardian fails to comply with studio policies, including but not limited to:

- Financial obligations
- Attendance expectations
- Behaviour standards
- Communication requirements
- Health and safety rules

A student's enrolment may be terminated as a direct result of parent or guardian conduct, regardless of the student's own behaviour or performance.

2.14.3 Conduct Leading to Termination

Conduct that may result in termination includes, but is not limited to:

- Disruptive behaviour
- Disrespectful or aggressive communication
- Harassment or intimidation
- Defamatory statements
- Repeated policy breaches
- Public criticism of the studio or staff
- Any conduct that negatively impacts the well-being, safety, reputation, or culture of the studio

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2.14.4 Right to Refuse Service

The studio reserves the right to refuse service where continued enrolment:

- Places unreasonable demands on staff
- Compromises class dynamics
- Creates ongoing conflict
- Negatively affects other students or families

All decisions regarding suitability for enrolment are made at the sole discretion of the studio and are final.

2.14.5 Financial Obligations Following Termination

No refunds, credits, or fee reductions will be provided if a student's enrolment is terminated, regardless of the reason.

All outstanding fees, charges, late fees, and penalties remain payable in accordance with studio policies.

Any existing credit on an account at the time of termination will not be reimbursed and will remain on the account only, subject to studio policies.

2.14.6 Immediate Termination

Where termination occurs due to serious misconduct, safety concerns, or a policy breach, the studio is not required to provide notice or justification beyond its professional discretion.

Access to classes, events, communication platforms, and studio premises may be withdrawn immediately.

2.14.7 No Compensation or Liability

Termination or refusal of service does not entitle families to compensation for loss of opportunity, inconvenience, or emotional distress.

To the fullest extent permitted by law, the studio is not liable for any loss, inconvenience, or consequences arising from termination or refusal of service.

2.14.8 Relationship to Withdrawal Policy

Voluntary withdrawal by a family does not override financial obligations, notice requirements, or other applicable policies outlined in Section 2.5.

2.14.9 Studio Authority

The studio reserves the right to enforce all policies consistently and to take action where required to maintain standards, safety, and studio culture.

All decisions relating to termination or refusal of service are final and not subject to negotiation.

2.14.10 Acceptance of Policy

Continued enrolment at Precision Institute of Dance constitutes acceptance of this termination policy and acknowledgment of the studio's right to enforce its standards decisively and without obligation to negotiate outcomes.

2.15 Studio Facilities & Property

2.15.1 Use of Facilities

All students and families are expected to treat studio facilities, equipment, and property with care and respect at all times.

2.15.2 Damage to Property

Any damage caused to studio property, whether intentional or accidental, may be charged to the responsible family for repair or replacement.

2.15.3 Lost Property

The studio is not responsible for lost, stolen, or misplaced items.

2.15.4 Personal Belongings

Students are encouraged to keep all personal belongings organised and labelled. Valuable items should not be brought to the studio.

2.16 Final Acknowledgement & Acceptance

2.16.1 Purpose of This Handbook

This Parent Handbook has been created to clearly outline the policies, procedures, expectations, and standards of Precision Institute of Dance.

It exists to protect students, families, staff, and the integrity of the studio environment while ensuring a consistent, safe, and professional training experience.

2.16.2 Agreement to Policies

By enrolling a student at Precision Institute of Dance, parents and guardians confirm that they have read, understood, and agree to comply with all policies contained within this handbook.

Enrolment, continued attendance, and participation in classes, events, programs, and services constitute full acceptance of these policies.

2.16.3 Enforcement of Policies

Parents acknowledge that studio policies are enforced consistently and that failure to comply may result in disciplinary action, reassessment, suspension, termination of enrolment, refusal of service, or restriction of participation.

Such outcomes do not entitle families to refunds, credits, or compensation, except where required by Australian Consumer Law.

2.16.4 Updates & Amendments

The studio reserves the right to update, amend, or replace policies as required to reflect operational needs, legal requirements, or industry standards.

Updated policies will be communicated via official studio channels, and continued enrolment constitutes acceptance of any revised terms.

2.16.5 Studio Authority

Parents and guardians acknowledge that Precision Institute of Dance retains final authority in all matters relating to enrolment, placement, fees, attendance, behaviour, safety, communication, and participation.

All decisions made in accordance with studio policies are final and not subject to negotiation or appeal.

2.16.6 Entire Agreement

This handbook, together with the enrolment process and any associated agreements, forms the full and binding agreement between families and Precision Institute of Dance.

It supersedes any prior verbal discussions, representations, or informal arrangements.

2.16.7 Acknowledgement of Responsibility

By enrolling, parents and guardians accept full responsibility for understanding and complying with all policies outlined in this handbook.

Failure to read or understand the handbook does not exempt families from any obligations, fees, or consequences outlined within it.

3.0 Using the StudioHQ Parent Portal

Portal login: https://mystudiohq.com.au/

The StudioHQ parent portal is the primary system Precision Institute of Dance uses to manage enrolments, fees, invoices, class information, and account details. Parents and guardians are required to use the portal regularly and ensure their account information is accurate and up to date.

Failure to access or check the parent portal does not exempt families from fees, deadlines, policies, or studio requirements.

3.1 Accessing the Parent Portal

Parents can access the StudioHQ parent portal via:

- Visit mystudiohq.com.au in your web browser
- Use the portal on your phone, tablet or computer

Sign in using the email address registered with the studio and the sign-in code sent to that address. If you cannot access your account, contact accounts@precisioninstitute.com.au.

3.2 What the Parent Portal Is Used For

The parent portal is used to:

- View and manage class enrolments
- View tuition fees, invoices, and account balances
- Make payments (all payments must be made through the portal)
- View additional fees such as costumes, exams, workshops, and events
- Update contact and student information

Parents are responsible for monitoring their accounts and ensuring all fees are paid by the required due dates.

3.3 Viewing Fees, Invoices & Making Payments

To view and pay fees:

1. Log in to the parent portal
2. Navigate to the Invoices / Payments section
3. Review outstanding balances and due dates
4. Complete payment using the available payment options

All tuition and non-tuition fees are posted to the parent portal. Payments are only accepted via the StudioHQ portal, unless otherwise authorised by the studio.

3.4 Updating Parent & Student Information

Parents must ensure all details are kept current, including:

- Parent and emergency contact details
- Student medical information
- Email address and phone number

Accurate information ensures timely communication and safe participation in classes.

3.5 Important Parent Responsibilities

- Parents must check the parent portal frequently and consistently
- Parents are responsible for reviewing all posted fees and invoices
- Parents must ensure payments are made by the stated due dates
- Failure to check the portal may result in missed fees and late fees being applied
- Portal notifications and invoices are considered official notice

3.6 Need Help Accessing the Portal?

If you are experiencing technical difficulties accessing your StudioHQ account:

- Request a new sign-in code and check your junk or spam folder
- Ensure you are logging in with the email address used at enrolment
- Contact the studio for assistance if access issues persist

Why This Matters

The parent portal is a key part of how the studio operates efficiently and fairly. Regular use of the portal helps ensure clear communication, accurate billing, and a smooth experience for all families.

4.0 Privacy Policy

4.1 Collection of Personal Information

Precision Institute of Dance collects personal information for the purposes of enrolment, communication, billing, and studio operations. This may include, but is not limited to, student and parent/guardian names, contact details, emergency contact information, medical information, and participation records.

4.2 Use of Information

Personal information is used to:

- Manage enrolments and class placements
- Communicate with families regarding classes, events, and studio updates
- Process payments and manage accounts
- Ensure student safety, including medical and emergency situations
- Deliver studio services and programs effectively

By enrolling, families consent to the use of their information for these purposes.

4.3 Storage & Security

Personal information is stored securely using the studio's systems and third-party platforms. The studio takes reasonable steps to protect all personal data from misuse, loss, unauthorised access, or disclosure.

However, no system can be guaranteed completely secure, and the studio is not liable for breaches beyond its reasonable control.

4.4 Third-Party Systems

Precision Institute of Dance uses third-party platforms to manage operations, including but not limited to StudioHQ, BAND, and other digital systems.

By enrolling, families acknowledge and consent to their information being stored and processed within these systems for legitimate business purposes.

4.5 Access & Updates

Parents and guardians are responsible for ensuring that all personal information provided to the studio is accurate and up to date.

Requests to access or update personal information may be made through the studio's official communication channels.

4.6 Privacy of Others

Families must respect the privacy of all students, families, and staff. Personal information, images, videos, or private matters relating to others must not be shared without consent.

4.7 Media & Photography

Photography and video use are governed by Section 2.9 of this handbook. By enrolling, families acknowledge and consent to the studio's media policies unless an exemption has been requested and approved in writing.

4.8 Changes to This Policy

The studio reserves the right to update this Privacy Policy as required. Any updates will be communicated via official studio channels.

Continued enrolment constitutes acceptance of any updated privacy terms.

4.9 Acceptance of Privacy Policy

By enrolling at Precision Institute of Dance, parents and guardians acknowledge and agree to this Privacy Policy and the collection, use, and storage of personal information as outlined above.