TERMS & CONDITIONS - MUSICAL THEATRE CREW

and associated classes, lessons, workshops and activities.

Updated: 19 February 2026

Whether re-enrolling or enrolling for the first time, these Terms and Conditions help ensure everyone involved in Crew understands the commitment and mutual obligation of being involved in our wonderful performing arts community.

These Terms and Conditions apply to all classes, ensembles, lessons, programs, events and activities delivered by **Musical Theatre Crew (Crew)** including Screen Acting Crew, Theatrical Dance Crew and Acro, Singing Lessons, Crew-Sing and other workshops and programs.

By enrolling yourself (if 18+ years) or your child in any Crew program, you acknowledge that you have read, understood and agree to abide by the following Terms and Conditions, Fee Policies and Crew's Code of Conduct.

OVERARCHING PRINCIPLE: CHILD SAFETY - always the priority

As a large part of our community are children and young people under 18 years of age, we prioritise their safety and wellbeing in our activities. As a result, we include this information in the terms and conditions as most people involved with any Crew activity will at some time engage with children and have an obligation to support our ethos of keeping all children safe at all times.

Every child and young person has the right to be safe, for their voice to be heard, and to be able to participate in decisions affecting them. Children also have the right to be informed of how they can productively engage in Crew activities, their obligations for their own wellbeing and that of others, and what to do if they have any concerns.

We pay respect to Aboriginal and Torres Strait children and young people, and their rich and enduring connection to family, country and story telling. We recognise the need to be inclusive of all children from any and diverse cultures and backgrounds, such as those who are linguistically diverse, unable to live at home, living with disability and/or chronic health conditions, and LGBTIQA+.

Keeping children and young people safe is <u>everyone's</u> responsibility at Crew. Musical Theatre Crew policies guide and support everyone involved - tutors, volunteers, creatives and technical contractors, venue operators, students and families - to understand and put into practice the National Child Safe Principles.

Crew's Child Safe policy and practice is reviewed and updated every year as well as when any issues arise that need to be addressed, eg: the changed social media laws introduced in December 2025 is a key driver for moving to Crew's Portal.

Rehearsals, singing, dancing and performances generally all carry inherent risks. Participation in any of our classes or private lessons acknowledges and accepts responsibility for those managed risks.

Our Tutors all hold current Working with Vulnerable People (WWVP) registrations and participate in information sessions and training on ensuring all Crew activities and classes meet ChildSafe requirements.

All production personnel, including volunteer students (aged 16 and up), parent and family helpers and hired Venue personnel who work on our shows are required to hold WWVP registrations.

Some other key information:

- Crew Tutors promote consent-based practice and trains our students in contemporary intimacy practice appropriate to their age and the material/show content.
- Appropriate physical contact may be offered by Tutors to assist with alignment, correct physical technique and lifts.
- Crew Tutors will generally not assist students with bathroom needs unless they are unwell and unable to manage by themselves, or if a young child needs assistance, however as our youngest students are from Prep up, there is an expectation that this will not be required unless a parent advises our team.

1. Enrolment & General Participation

General enrolment and participation terms are:

- Enrolment in Crew classes is confirmed once registration is submitted and accepted.
- Crew reserves the right to adjust age groupings, class allocations, timetables and class arrangements based on enrolments, program requirements and tutor/room availability.
- All students and parents/guardians acknowledge the requirement to be available for theatre rehearsals, technical rehearsals and performance dates relevant to their class or ensemble. These are set out in the yearly or course calendar, and may be subject to change, including adding extra rehearsals if required.
- Crew reserves the right to change class times, tutors or venues if necessary. As far as practical, reasonable notice will be given to families.
- Enrolments in classes at Musical Theatre Crew are for the full year, unless an alternative arrangement has been made. We keep our class numbers limited to ensure students get the personal attention and support they need to learn and build confidence.

2. Fees, Payment & Refund Policy

2.1 Fees

We aim to make our payment processes transparent and supportive. If you have queries about any fees or payment terms, please email: accounts@musicaltheatrecrew.com

Our prices are set based on our tutor and running costs, with limited classes sizes to maintain a high tutor-to-student ratio. Crew **reserves the right to adjust class and lesson fees, levies and pricing** when necessary. Any pricing changes will be communicated in

advance and in the case of class fees, will take effect from the beginning of a new term, unless otherwise stated.

Our standard fee policy is payment upon enrolment, with the option to make other payment arrangements such as smaller fortnightly payments. We prefer direct debit to minimise costs to everyone, however, credit card options are also available and welcome. Additional costs for participation in Crew is show and concert tickets, costumes, Crew gear, trips, other team/industry development activities or production requirements.

General payment terms are:

- Invoices are emailed at the start of each term.
- Payment is upon enrolment or by the specified due date depending on the program requirements, and subject to any payment arrangement made in writing with Crew.
- Payment is via Direct Deposit, EFT or finance options offered through the Crew accounting systems.
- There is an additional fee where Crew is asked to split invoices to be sent to and paid by two different parents/guardians or another relative as advised.
- Late fee payment will incur a late fee of $10 per month.
- Unless a written payment arrangement is put in place, invoices that are not paid within 6 weeks of the due date will be referred to a payment collection agency.
- **Term fees are strictly non-refundable.**

2.2 Payment Plans

Fortnightly or alternative payment plans may be requested by emailing **accounts@musicaltheatrecrew.com** before the invoice due date.

2.3 Withdrawals

Crew fees pay for a wide range of expenses in addition to tutoring such as venue hire and maintenance, insurance, equipment and consumerables, licensing and more. Costs are incurred as soon as a student enrols, regardless of attendance and ongoing participation, and most are incurred regardless of student attendance.

We know that circumstances can change unexpectedly, however our programs involve extensive planning, rehearsal scheduling, tutor commitments, venue hire and team coordination, production timelines/deadlines, costuming and so on. For this reason, we are generally unable to offer refunds for missed classes, absences, or early withdrawal.

When a student withdraws, it can be difficult to fill that place at short notice, particularly where it is in a show that has been cast or dance routine with an upcoming performance commitment requiring the tutor to adjust choreography and other students to adapt to changed formations.

As a result, **refunds are generally unavailable** due to advanced planning, staffing, venue hire and production commitments.

Late withdrawals may incur a fee equivalent to one class. This allows us time to offer the newly available place to a student on the waitlist.

To amend enrolment or withdraw from a class or private lesson, written notice must be given **by the end of the current term** (e.g., notify by the end of Term 2 to withdraw for Term 3) by emailing: team@musicaltheatrecrew.com

We also ask you to discuss withdrawal with your tutor where possible.

Failure to provide timely notice may result in fees for the following term being charged, and the current term fees are non-refundable.

2.4 Levies & Additional Costs

We aim to keep our costs affordable for families and aim to avoid unexpected costs. Levies differ by program and are outlined in the enrolment section of the Crew Portal. General levies may include:

- Costumes for musical theatre and theatrical dance classes
- Uniform items for musical theatre and theatrical dance classes
- Show hoodies for musical theatre classes
- Video recordings of productions and concerts
- Additional costumes for extra performance opportunities
- Required personal items (shoes, under garments, make-up, hair, etc.)
- Sheet music
- Preparation of rehearsal and performance tracks for private singing and dancing
- Piano accompanist fees for rehearsals and performances
- Eisteddfod entry fees

2.5 Timetable, Scheduling & Pricing Adjustments

While Crew makes every effort to avoid disrupting students' and families' weekly schedules, **we reserve the right to change the Crew timetable, move or cancel lessons in exceptional circumstances**, including but not limited to tutor illness, venue availability issues, production requirements, or unforeseen operational needs.

In such cases, Crew will provide as much notice as reasonably possible and will always aim to offer an alternative session or suitable arrangement.

3. Program-Specific Conditions

3.1 Musical Theatre Open Classes (Onstage, Spotlight, Ovation, Stage Ready, Curtain Up, Centrestage)

Students enrolled in Open Classes agree to be available for the technical rehearsals and season as specified in the Crew Calendar and schedule notifications. Payment obligations of accepting a place in the open musical theatre classes are:

- Annual fee commitment
- Annual costume levy
- Show hoodie
- Video recording
- Additional personal performance items that may reasonably be required (eg: appropriate footwear such as canvas shoes or jazz shoes).

3.2 Musical Theatre Performance Ensembles (Junior, Intermediate, Senior)

Ensemble membership is subject to being invited to join this annual program following an audition (scene work, solo song and short foundational dance audition).

By accepting a place into the musical theatre Performance Ensembles, families acknowledge the significant work and financial commitment made by Crew to staging a public season of shows with high production values. As a result, Performance Ensemble students commit to make themselves available for:

- every scheduled class
- the Saturday and Sunday of production week in the theatre (final technical and costume/dress rehearsals)
- weekday afternoons and evenings of production week in the theatre (final technical and costume/dress rehearsals)
- the full season.

Crew will confirm actual performance dates/times for each student at least 6 weeks prior to the show season.

Performance Ensemble students are required to perform in the annual end-of-year concert, usually held in the 3rd or 4th week of December each year, with the date notified in the Crew Calendar at the beginning of the respective year.

They are also expected to attend the Concert rehearsals in the preceding week for 2 or 3 rehearsals as specified in the Crew Calendar each year.

Notwithstanding that expectation, Crew understands that December is a very busy time of year for families, particularly for end of year events such as school assemblies. All students (families) are to give as much notice as possible that there is a clash resulting in an absence, and where practical, seek to negotiate attendance.

Performance Ensemble families agree to pay:

- Annual fee commitment (payable over 4 terms in a calendar year)
- Annual production levies: costume levy, show hoodie, Crew logo hoodie and other gear as specified, video levy
- Potential additional costume levies for extra performance opportunities
- Any costs associated with Crew trips if the student signs up to join the trip.

3.3 Private Singing & Dancing Lessons

- Fees vary by tutor based on their expertise and experience, and for singing are aligned with ANATS guidelines.
- Crew will match students to a suitable tutor based on learning needs, their availability and tutor availability.
- Lesson times for private lessons vary from 20 mins, 30 mins, 45 mins to 1 hour (cost may be adjusted where 2 or 3 students share a private lesson).
- Performance-related costs may include costume levy/purchase, sheet music, preparation of rehearsal tracks, piano accompanist and eisteddfod entry fees.
- Singing Students are strongly encouraged to perform in the annual end-of-year concert, usually held in the first 2 weeks of December, with the date notified in the Calendar at the start of each year, and other Crew concerts as offered.

3.4 Private Singing & Dancing Lesson Absence Policy

- **More than 7 days' notice:** full credit applied to next term's invoice
- **2–7 days' notice:** partial credit applied
- **Less than 48 hours' notice or no notice:** full lesson fee applies

3.5 Theatrical Dance Classes

- Theatrical Dance Classes are required to perform in the annual end-of-year concert, usually held towards the end of December each year, with the date notified in the Calendar at the start of each year.
- Theatrical Dance students will need to purchase specified uniform options and costumes, as well as purchase jazz and tap shoes (in colours as specified), dance tights (as specified) and appropriate undergarments. **Refer to 8.2.**
- Theatrical Dance Classes should be offered the opportunity to participate in a dance competition and/or dance trip each year.
- In most circumstances, costumes will be hired to students with a Costume Levy applicable to cover the cost of costume purchase, cleaning, sizing/repairs and coordination. In some circumstances costumes will be sold.
- A concert video levy applies to students, except where they are members of a Musical Theatre Performance Ensemble (Junior, Intermediate or Senior) who are covered by that video levy.

3.7 Screen Acting Crew

- **Fees are payable by term (3 terms per year)** for all levels in Screen Acting classes or by program for one-off workshops, eg: school holiday programs.
- Classes will require students to be involved in filming, which is used for learning purposes and selectively for promotional material/Crew concert screening.
- Students receive individual feedback and are set skill development tasks specific to stage and screen acting practices.

3.8 Private Acting Sessions / Audition & Self-Tape Services

- Bookings via **hello@musicaltheatrecrew.com**

4. Attendance, Absences & Class Conduct

Performing arts is a team sport, requiring individual performers to collaborate with the tutor/tutor team, other performers and creative, technical and production team members. Absences from individual lessons impact on a tutor's busy schedule. Absences from classes are highly disruptive to class work, especially musical theatre classes working on shows and theatrical dance classes working on routines.

- Students - and their parents/guardians - must make every effort to attend scheduled classes, rehearsals and performances.
- Excessive absences (more than 2 weeks per term) may impact a student's involvement in a role, routine, group or performance involvement.
- Crew may remove or adjust student involvement in productions if attendance requirements are not met.

5. Health, Safety & Wellbeing

In addition to fulfilling our obligations and commitment to be a Child Safe organisation, Musical Theatre Crew is committed to being a healthy and safe space for all students, volunteers, contractors and employees.

Our tutors and approved production team members commit to:

- work in a healthy and safe manner, and encourage others to do the same
- ensure they do not endanger any other person through any act or omission at work
- follow Crew policies and procedures
- cooperate, consult on and promote health and safe practices in Crew venues, theatres and other performance spaces
- report and work to rectify (where possible) any hazards in Crew venues or performance space
- report any injuries or incidents to Crew through our Incident management system and, if relevant, to the venue operator as soon as possible after the incident
- ensure that all equipment is used correctly including first aid supplies
- cooperate with any investigating authorities.

Students must not attend class if unwell or showing symptoms of contagious illness (e.g. flu, COVID-19, chicken pox, measles) until medically cleared.

- Parents/guardians must inform Crew of any medical conditions, injuries or physical restrictions or support needs prior to participation.
- Students and families must follow all safety instructions and reasonable requests from tutors and authorised venue personnel.
- Crew activities may involve physical contact for safe and effective teaching of movement, dance, fight work, staging and choreography. Any concerns should be raised with a tutor or Crew Principal.

6. Photography, Filming & Media Consent

- Crew may record classes, rehearsals and performances for educational, archival, marketing or promotional purposes.
- Enrolment implies consent for students to appear in Crew media for teaching purposes and promotion, **unless a written request withdrawing consent is submitted to hello@musicaltheatrecrew.com**
- Personal photography or filming by students or families is only permitted when explicitly authorised by Crew tutors or personnel.
- Any unauthorised recording may result in the removal of the offending person

7. Behaviour Expectations & Code of Conduct

Crew has a reputation for having built valued and enduring relationships with our students, student families, tutor and production team members and other organisations over many years. A big part of that is how we communicate and engage with each other, with respect, care, and a sense of fun and belonging. This underpins how we approach learning and developing capabilities relevant to contemporary performing arts in Australia, and which is primarily experientially based. We see involvement in the performing arts as a key part of a rich and fulfilling life.

Crew's **Code of Conduct** has been developed and is periodically reviewed to help guide our students, parents/guardians and supporters, and includes but is not limited to:

- Respecting all students, tutors, staff and volunteers
- Creating a safe and inclusive environment
- Avoiding gossip, bullying or discriminatory behaviour
- Following safety and venue instructions
- Wearing appropriate rehearsal clothing and correct footwear
- Demonstrating commitment, teamwork and a positive attitude
- Representing Crew positively in public, online and at other events

Crew reserves the right to remove students from class, rehearsals or performances where behaviour is considered unsafe, inappropriate or disruptive. Serious or repeated breaches may result in withdrawal of enrolment at Crew.

8. Clothing, Footwear & Costumes

8.1 Uniform – General Requirements

- Class Attire that is appropriate for the class type with correct footwear.
- **Footwear: Students are to wear shoes appropriate to the activity being undertaken.** Generally, sports shoes for theatrical and screen classes. Jazz shoes and tap shoes in colours specified for all dance classes or segments of musical theatre classes. Dynamic Dancers and Senior Crew may required chorus heels.
    - Not permitted during class: No thongs, ugg boots, crocs, boots, Doc Martens, heels (other than tap/chorus dance heels or costumes heels as specified) are to be worn during class times/activities, unless specified as part of a character/routine.
- Clothing must allow safe movement and facilitate the student and tutors to monitor physicality, safe physical movement, alignment and so on. Excessively baggy clothes inhibit physical movement and observation, and tutors may require students to remove over-sized hoodies to ensure physical work can be appropriately monitored (students need to ensure they have appropriate clothing such as t-shirts under hoodies).
- Long fringes and hair is to be tied/pushed back securely, to enable students and tutors to see facial expressions.
- Costumes and appropriate, supportive undergarments must be worn as directed for productions; any concerns should be raised with the costume team or tutor.

8.2 Uniform & Costumes – Theatrical Dance

- **Required clothing:** From 2026, all students will need to wear black leggings or bike-shorts, and either a crop-top or dance T-shirt, or black, red or white leotard or other selection of dance gear that will be available to purchase. In Term 1 of 2026 Crew branded uniform will be available to purchase, and will be required to be worn from Term 2.
- **Hoodies** are permitted on arrival but may need to be removed once the student is warmed up in dancing (and musical theatre) classes to enable appropriate monitoring of physical movement and expression.
- **Footwear:** jazz shoes and tap shoes in colours specified. Dynamic Theatrical Dance students will need to have tan tap shoes as well tan jazz shoes, and potentially black

chorus shoes (not ballet heels) and potentially black shoes if needed to suit costuming.

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    - Not permitted during class: thongs, ugg boots, crocs, heels (other than tap/chorus dance heels) or heavy boots unless specified as part of a character/routine.
- Students must wear safe, movement-appropriate clothing (no skirts/dresses, tight jeans, etc.).
- Costumes and appropriate, supportive undergarments must be worn as directed; any concerns should be raised with the costume team or tutor.

9. Liability & Risk Acknowledgment

9.1 Participation in theatre, dance and physical performance carries inherent risks.

9.2 Crew will take reasonable care to ensure a safe environment and safe instruction, but is not liable for injury resulting from failure to follow instructions, unsafe behaviour or pre-existing conditions that are not disclosed to Crew (eg: This includes physical and mental health conditions, injuries, chronic conditions, mental health, allergies, etc.).

9.3 Crew will take reasonable care of venue security but is not responsible for personal items brought to classes, rehearsals, events or venues. We do not encourage precious items including jewellery, valuable items or money to be brought to any of our activities.

9.4 Rehearsing and performing in front of peers and audiences can lead to most people experiencing nerves and a range of other physical and psychological reactions. These may include sleeplessness, sweating, urge to go to the toilet, anxiety about forgetting lines or embarassing oneself. Performers, whether community, school-based or professionals, can experience these and many other responses to performance stress. Crew provides guidance on techniques to build confidence, resilience and commitment to taking reasonable performance risks. Participants (and parents as appropriate) acknowledge that this can be an inherent aspect and potential risk of participating in live performance. Students (and parent, if the student is under 18) accepts responsibility for participation in the program and for taking action to build resilience and mitigate negative responses.

10. Changes to Terms & Conditions

Crew reserves the right to update these Terms & Conditions at any time. The most current version will always be available on the Crew website. Continued enrolment constitutes acceptance of any updated terms.

Email Contacts for enquiries:

- team@musicaltheatrecrew.com: Jaime, Admin Manager, for general enquiries
- leiz@musicaltheatrecrew.com: Leiz, Co-Principal, for Senior Crew class-related enquiries or confidential or personal matters
- accounts@musicaltheatrecrew.com: Lisa, Accounts Officer, for invoicing & payment enquiries
- team@screenactingcrew.com: Alison, Screen Acting Tutor, for Screen Acting class-related matters

- shows@musicaltheatrecrew.com: Michele, Production Manager, for production/show enquiries (e.g., season dates, tickets, venues, costumes/props, etc.)
- david@musicaltheatrecrew.com: Intermediate MT Stream class-related enquiries (Stage Ready, Curtain Up, Centrestage & Intermediate Ensemble)
- shannae@musicaltheatrecrew.com: Junior MT Stream class-related enquiries (Onstage, Spotlight, Ovation & Junior Ensemble)