



Code of Conduct Information Pack

The aim of Freedom Studios is to ensure that all participants experience dance in a fun, friendly, positive, and safe environment. To achieve this please take note of the following guidelines.

Any participant unable or unwilling to profit from the training provided at the studios may be asked to withdraw from Freedom Studios after reasonable time.

Customer Incidents

Aggressive, abusive, or anti-social behaviour is not tolerated from participants in any part of the premises or at any time, whether towards Freedom Studios staff, visitors, other customers, or participants. Please conduct yourselves in an appropriate manner and respect Freedom Studios staff, all visitors, and policies always. All customer incidents will be reported and investigated accordingly. Any incident may result in account or membership suspension where deemed necessary, with the possibility of being fully withdrawn from the studios. Serious incidents may result in immediate withdrawal from the studios.

Punctuality

It is vital that participants arrive in good time, participants should arrive at least ten minutes before their class is due to begin. Those arriving late for class may miss important information and impede the learning of others. Participants who are over fifteen minutes late for class will not be admitted, as this causes disruption to the class and puts the participant at risk of injury having missed the warm-up section of the class.

Attendance

Regular attendance is extremely important. If participants do not attend on a regular basis, then the development of the class and individual participants will be affected. Participant attendance will be monitored as they prepare for competitions, shows and events. Those who fail to attend classes may be withdrawn.

Discipline

Participants are expected to behave in an orderly, civilised, and well-mannered way and to show respect to their teachers, assistants and other participants while attending Freedom Studios. Failure to comply with the rules and regulations may result in withdrawal. **Bullying of any form, will not be tolerated at Freedom Studios.**

Uniform

It is extremely important that participants arrive dressed and ready for class. Freedom Studios uniform is not compulsory but can be purchased and ordered from Reception. Uniform is non-refundable; however, we will exchange any items if it has a manufacturers fault within one month of purchase. During classes, participants should wear their hair off their face and jewellery should not be worn (only stud earrings are acceptable).

Changing Areas

Should there be a need to change clothing during a class, then Freedom Studios staff will assist with getting the student changed in a safe environment. Students will only be changed in the designated toilet/changing areas in the presence of other participants or teachers, but never alone with one adult. Please refer to the **Changing Room Guidelines** for more information on [our website](#).

Tuck Shop

Tuck shop is available at Reception, offering hot/cold drinks and snacks. Under no exception will we sell items on a tab, items must be paid for upfront at the time of purchase.

Drop off/Collection

Parents and Guardians are responsible for the supervision of their child until they enter the studio building. Parents and Guardians are responsible for collecting participants under the age of eighteen promptly after classes finish. Parents and Guardians are responsible for the safety and wellbeing of the participant outside of the studio building. If a participant is being collected by a non-relative Parent or Guardian, please contact and advise the Dance School Manager on the day of when the child is due to be collected.

Personal Property

Participants should make sure that they keep their valuables and personal items with them at all times or leave them at home. Freedom Studios cannot be held responsible if items go missing while on the premises.

Mobile Phones

All mobile phones must be switched off before classes commence. They should only be used during breaks if necessary. The use of mobile phones in toilets or changing rooms is strictly prohibited.

Social Media

We ask that all Parents, Guardians, and participants ensure that they use social media and the internet in a safe and positive way while on and off Freedom Studios' premises. This includes the way in which Freedom Studios is represented or portrayed when posting, commenting, and blogging on any website. Please report any concerns regarding this subject to the Dance School Manager. We ask all participants and customers who have access to social media to not private message teachers through their personal pages. Please contact Freedom Studios email, contact number or social media pages for any questions, tips, and advice.

Safeguarding

Freedom Studios have a duty of care to provide a safe environment for and to promote the health and wellbeing of children under the age of eighteen years and vulnerable adults. Freedom Studios will take all responsible steps to ensure safeguarding and promoting the welfare of children and vulnerable adults is embedded in the training and activities we provide. Freedom Studios believes that the welfare of the child is paramount and that all children and vulnerable adults regardless of age, disability, gender, race, sexual orientation or identity, or religious belief have the right to equal protection from all types of harm and abuse. Freedom's policies on safeguarding children and vulnerable adults can be found on [our website](#). All Freedom Studios staff, customers and participants are expected to comply with the Freedom Studios **Safeguarding Policy**. Failure to do so may lead to withdrawal. Please report any incidents to the Dance School Manager.

Physical Touch

Due to the nature of dance classes, some physical contact between the Freedom Studios teacher and participant may be necessary, the teacher may use physical correction to help the understanding of movement or exercise or to prevent injury. If you would like to discuss this further, please contact the Dance School Manger.

Data Protection Policy

Freedom Studios staff members are not at liberty to disclose any information relating to other studio participants. Participants information is confidential and retained in accordance with Freedom Studios Data Protection Policy. Freedom Studios Data Protection & Privacy Notice is outlined in our Terms and Conditions and on [our website](#).

Health and Safety

- A record of anyone who has entered the building is kept at our Reception. Parents, Guardians and visitors must sign in when arriving at the studios.
- It is essential that participants are in the right place at the right time – if late for class they may miss vital information, impede the learning of others, and place themselves at risk of injury should they miss the warm-up section of the class.
- It is important that participants always keep themselves warm between classes to prevent injury.
- Participants should drink plenty of water, and ensure they keep their energy levels up by eating a snack in between classes. **Chewing gum is not allowed.**
- Any participant who hurts themselves in class or feels unwell should tell their teacher or a member of staff immediately. If the participant has an injury or suspected injury before a class has started, the teacher should be informed before the class begins.
- Freedom Studios is a workplace, and respect must be given to all staff. There must be no running or shouting in the building or grounds of Freedom Studios.
- We are always happy to discuss any queries that participants, customers, or parents/ guardians may have. However, to make the best use of the participant's class we would ask you to please contact us outside of class time.
- **Smoking is not permitted anywhere on the premises.**
- If the fire alarm sounds, participants, parents and visitors should follow the **Fire Evacuation Policy**, which can be found on [our website](#).
- Parents and Guardians are asked to drive carefully when dropping off and collecting their children from classes.
- Children's scooters, skateboards, and roller skates must not be ridden anywhere on the premises.