

AMBIANCE DANCE COMPANY

Handbook



YOUR GUIDE TO EVERYTHING
AMBIANCE DANCE

Table of Contents

Pricing Structure-----	3
Tiny Tots Dance Education -----	3
Price Capping -----	3
Payment Options - Direct Debit Via Ezidebit (Fees Apply) -----	3
Direct Debit Dates-----	3
Discounts-----	4
Terms & Conditions -----	4
Code Of Conduct-----	5
Parent Etiquette (Including Carers Or Legal Guardians) -----	5
Disciplinary Actions -----	6
Communication Policy -----	6
Parent App - Thinksmart Customer Portal -----	6
Adc Website Login -----	7
Student Learning App - Movitanz -----	7
Private Lesson Booking System - Picktime-----	8
Duty Of Care -----	8
Punctuality And Attendance -----	8
Viewing Cameras-----	8
Uniforms And Class Attire -----	9
End Of Year Showcase Performance - All Adc Students Are Required/Involved. -----	9

CONTACT US

STUDIO DIRECTOR - Tania Sibon-Bourke
Administration Contact
STUDIO MOB # 0419 927 270
Business Phone (08) 9409 6868
Studio Address – Unit 1/58 Christable Way Landsdale 6065
Director Email: director@ambiancedance.com.au
Administration Email: info@ambiancedance.com.au
Accounts Email: accounts@ambiancedance.com.au
Website: www.ambiancedance.com.au

LIKE US ON

Facebook – Ambiance Dance <https://www.facebook.com/ambiancedance>
Instagram - [ambiancedance_](https://www.instagram.com/ambiancedance_)
Twitter - Ambiance Dance
Members Only Facebook Page <https://www.facebook.com/groups/adcmembersonly>
ADC Buy & Sell - <https://www.facebook.com/groups/2753658131513564/>

Pricing Structure

Class Cost-\$16.00 per hour class (GST included) – 1 class per week

Enrolment Fee - \$49 per family.

This fee contributes towards insurance, administration, and music licensing costs: this fee is fixed, regardless of when you enrol during the year, and cannot be pro-rated.

Please refer to the timetable for information on the duration and minutes of each class.

ALL AMOUNTS BELOW ARE WEEKLY COSTS - TERM FEES ARE CALCULATED ON A 10-WEEK TERM BASIS

- 30 minutes per week, \$8
- 45 minutes per week, \$12
- 1 hour per week \$16
- 2 hours per week \$32
- 3 hours per week, \$49
- 4 hours per week \$64
- 5 hours per week \$80
- 6 hours or more per week \$96
- 7 hours or more per week \$112
(Unlimited Package)

ALL Term Fees are inclusive of GST.

MAJOR BALLET INCLUSION AND RECREATIONAL BALLET AVAILABLE:

Major Ballet (one class) is **NOW** included in the UNLIMITED PACKAGE CAP

Additionally, two streams are **NOW** available: Recreational & Exam-based. For those who wish to do ballet for recreational purposes, up-skilling their other genres, you are only required to do one class. Those wanting to work towards the examination need two classes if two classes are scheduled for their particular grade (refer to current timetable).

If you wish to work towards sitting major ballet exams, you will be required to do two allocated classes at your grade level. As mentioned above, 1 class is included in the unlimited package, and the additional scheduled class must be paid for outside of the CAP. Those doing one class only may not progress to wearing/getting point shoes (grade required), as your child's strength and safety are of priority to our team. This will be decided individually in consultation with the Director/Ballet faculty.

PLEASE NOTE: Extra scheduled competition/troupe classes

Any extra timetabled competition/troupe classes, meaning those booked on weekdays/weekends aside from the timetabled classes and troupe choreography days, require additional payment.

Tiny Tots Dance Education

The pricing table is as above.

However, a DISCOUNTED ENROLMENT PACKAGE FEE of \$99 includes the enrolment fee and a cupid frill dress (the uniform required for class). SAVING YOU MONEY!

- Tiny Tots Combination classes
- Tiny Tumble Acro
- Tutu Cute Ballet
- Baby Boppers

Price Capping

Any student on the Unlimited Package for the term can participate in all classes within their age group for no additional cost. A commitment to the class must be made; students cannot swap and change classes throughout a commenced term. If you wish to withdraw from a class/classes, it must be done in writing per our T&Cs.

*(some exclusions may apply)

PLEASE NOTE: no other discounts apply once on UNLIMITED. A sibling family discount is NOT available if you take advantage of the UNLIMITED CAP offer!

Payment Options - Direct Debit via Ezidebit (fees apply)

Option 1 Full Payment Upfront. Week 1 of each Term.

Option 2 Split Payment 50% / 50%. Week 1 and Week 5 of each Term.

Option 3 Fortnightly commencing each Term.

If special payment arrangements are required outside the above options and debit schedule, a \$15 administration fee will be applied per term amendment. All requests must be made in writing via [accounts @ambiancedance.com.au](mailto:accounts@ambiancedance.com.au)

Direct Debit Dates

Please refer to the Ambiance Dance website for yearly direct debit dates

<https://www.ambiancedance.com.au/news/direct-debit-dates/>

Discounts

Discounts will be applied to families with two or more children enrolled in more than 4 hours per week per child. A 5% discount will be applied to the 2nd child's fees. No further family discounts apply if One child is on the PRICE CAP. Please contact [accounts @ambiancedance.com.au](mailto:accounts@ambiancedance.com.au) if you need clarification on whether your family qualifies.

Once on price capping, no further discounts will apply.

TERMS & CONDITIONS

All ADC policies and procedures are being agreed to when completing the online enrolment with Ambiance Dance Company. T&Cs are listed below and also in the online enrolment interface.

The Terms & Conditions below must be read and agreed to before enrolment.

1. Trial classes are \$20 per class with no future commitment. Enrolment must occur at the time of the trial for the trial fee to be deducted from the newly enrolled invoiced term fees.
2. All customer information, including invoices, can be found on the Think Smart App. Please refer to this APP for invoices, statements and individual direct debit amounts. [PARENT PORTAL](#) (see logins info)
3. Penalties will apply to late payments and broken agreements. A late payment fee of 10% (of your total invoice) will be added to the invoice. If payment is still not made, debt collection will be pursued at a cost to you, the customer.
4. A \$15 DDR dishonour fee will be applied if a set DDR payment is dishonoured. EZIDEBIT will also charge a nominal fee.
5. To discontinue or transfer classes, YOU MUST complete the [online](#) form two weeks before the end of the previous term. Fees for relevant classes in the current and preceding term will be charged if you fail to comply. *Enrolled classes are for the entire academic year.* Notify ADC administration of any changes in WRITING.
6. Refunds or class credits will NOT apply if students withdraw mid-term because they change their mind or don't like a particular class.
7. Credits are not applicable if students are on school camp, on family holidays or sick; if credit is approved for any cancelled classes or extenuating circumstances, it will be deducted from the next term invoice or the following year's classes. Credits are only applied at the Directors' discretion.
8. The customer is responsible for checking the customer portal for all invoices and scheduled payments. Invoices will be available in the portal before term commencement.
9. Once you have enrolled in a class, you are liable for the full-term fees even if you/your child no longer wishes to attend. Suppose extenuating circumstances out of your control require you to withdraw early from classes; a \$85 cancellation fee may be applicable to remove the entire fee liability. In that case, however, it is up to the discretion of management if the \$85 fee is to be applied, resulting in the entire fee liability being waived. Proof of circumstance may be required.
10. Failure to pay any fees will result in the loss of your enrolment position.
11. Outstanding fees will be pursued via debt collection and possible legal action if accounts remain unpaid. The customer will be responsible for any costs associated with debt collection.
12. Cash payments are NO LONGER ACCEPTED for fee payments.
13. ADC scheduled classes may differ on public holidays, and in some cases, classes may not be held. If your enrolled class happens to fall on a public holiday, you will still be charged according to the term fees,
14. We regret that we cannot take money weekly for term fees. The payment method is via EZI-DEBIT PAYMENT PLANS ONLY.
15. Please take note of the Direct Debit table on the website for yearly debit dates. Once the online DDR form is completed, you select and agree to these debit dates per your chosen plan.
16. If you have completed a DDR form in previous years, the original payment plan OPT 1, 2, and 3 will remain in place. If you require an alternative payment plan, you must email accounts to change it before term commencement.
17. Any extra classes required throughout the year will be charged accordingly. For example, additional exams or troupe rehearsals/classes are not included in term fees. Costs will be advised before the allocated rehearsals.
18. Casual classes can be attended at a nominal charge of \$20.00 per class, approved and discussed with management.
19. Please be reminded that only with the fulfilment of financial commitments by all ADC members can Ambiance Dance continue to provide first-class tuition for all students. Fee payment plans for the current year must be chosen before the first class your child attends. Any non-financial student before classes commence will not be permitted to enter the class due to insurance constraints.
20. Classes with three students or fewer may have an applicable surcharge applied to cover teachers' costs. Running classes with such limited numbers might mean some classes are merged with another class if needed to avoid this cost.
21. **Account Details payable to**
BSB 062-692
Account number 4546 2619
Name: Ambiance Dance Company Pty Ltd
22. Account-related matters must be dealt with in WRITING via email to ensure records are maintained - social media communication WILL NOT be accepted [accounts @ambiancedance.com.au](mailto:accounts@ambiancedance.com.au)

Code of Conduct

All Ambiance Dance activities and representation are approached with professionalism and integrity. We are committed to providing a safe, welcoming and nurturing environment that seeks to instil a love of dance in our students and develop essential life skills: respect, commitment, reliability and teamwork.

To ensure a happy and positive experience for all involved, students, parents (including carers or legal guardians), extended friends, family members, and staff must understand and comply with the below.

1. Demonstrate respect for teachers, parents, staff and other students.
2. Arrive at least 5-10 minutes before your scheduled class.
3. Attend class regularly unless ill or injured or in the event of a family emergency.
4. Honour prior commitments to the studio by attending classes, rehearsals and performances over and above other social events.
5. Serve as a role model to younger dancers at all times, including appropriate language and behaviour.
6. Show respect and care for studio equipment and facilities.
7. All students must bring a named water bottle to all classes.
8. Student's hair should always be tied back off the face during class. Please use hairspray and clips if required; students are NOT to come into class with their hair down or with fringes in their faces as it affects the learning of specific dance moves, e.g. spotting and turning. Additionally, dancing with hair on their faces is unsafe in some genres.
9. Exams and all ballet classes require hair to be in a bun.
10. ADC dance uniform or appropriate dance attire must be worn to all classes.
11. Appropriate dance shoes must be worn for all classes. e.g. All students enrolled in acrobatics must have the correct acro shoes with acro grip (rubber) on the sole for safety reasons. Tiny Tots MUST wear jazz pumps (not Jazz Shoes) in class, and ALL tap shoes must have rubber on the sole and tap plates (studio preference is CAPEZIO plates). School uniform is not appropriate dance attire. Please see the [Dance class attire table](#) on the website.
12. **Jewellery, watches, or large earrings should NOT be worn into class at any time.**
13. Mobile phones should be switched off or on silent mode and not used in class unless specifically instructed for filming routines.
14. Put rubbish in the bins provided and clean up after yourself.
15. Ask for help if you need it - we are here for you.

Parent Etiquette (including carers or legal guardians)

1. Demonstrate respect for teachers, students, staff and other parents.
2. If you require a moment to speak to the class teacher, please make an appointment to see them outside of class time, as they are employed to teach class to all students and not chat with parents. There is no time in between classes for discussions; hence, appointments can be made via emailing info@ambiancedance.com.au
3. If you have a problem or complaint, please put it in writing or approach reception as soon as possible. It is not necessary to gossip or bring negativity into the studio. ADC staff are here to assist; if issues are communicated through the correct channel, we can either rectify the situation or give the necessary explanation. ADC will not tolerate defamation of our brand or facility, including gossip, bullying, harassment, or rudeness towards the director, teachers, other children, or parents.
4. Take responsibility for reading emails/Facebook updates and keeping current with current activities and important information.
5. Ensure siblings are always supervised (equipment is treated with care, and the waiting areas are left tidy). We are a dance school, not a daycare service; we love having your children around, but please remember you must drop off at most 10-15 minutes before the scheduled class and pick up on time. If running late, please get in touch with administration or instruct your child to stay inside the studio until collection.
6. Please refrain from entering the dance studio space unless invited by teachers. This includes studios not in use and extends to siblings. You are welcome in the foyer or dancers' waiting area.
7. Understand and support Ambiance Dance Company's approach by encouraging children to show commitment and positivity while working to the best of their ability.
8. Refrain from taking videos or photographs without permission.
9. Respect our approach to establishing and maintaining professional relationships with students and parents.
10. Use appropriate language in the presence of children.

Disciplinary Actions

1. Inappropriate, disrespectful or aggressive behaviour by students, parents (including carers or legal guardians), extended friends and family, staff or volunteers will not be tolerated. It may result in immediate cancellation of enrolment, with no refund or further discussion.
2. A breach of the code of conduct by either parent or student may result in immediate cancellation of enrolment with no refund or further discussion.
3. Ambience Dance is a child-safe environment committed to understanding and encouraging our students to be their best.



Communication Policy

Email is the preferred contact method, as all communication records can be kept.

Please direct all queries/requests relating to the below emails:

info@ambiancedance.com.au

Administration or customer service-related queries Performance Team or exam queries, communication with teachers

accounts@ambiancedance.com.au

Account-related queries, including withdrawals

Clients must ensure ADC has the correct email address on file (this can be updated via the customer portal at any time) and that they check their spam folders to ensure our email addresses are accepted emails within their e-mail inbox. All correspondence from Ambience Dance Company will be via email; please check your inbox regularly! Whilst email is ADC's preferred method, should you have any questions or queries that require phone or face-to-face contact, please call the studio phone numbers (0419927270 or 9409-6868) or see reception during allocated reception/phone hours.

If you are communicating that your child is unwell, you can do this via the customer portal app or email so that the relevant teachers know beforehand. Please DO NOT post absences/sicknesses to the Members Only FB Page. These posts will not be approved as they clog the FB feed.

Please be mindful that our teachers are here to teach your children. While we are happy to answer your questions, teachers are unavailable during or between class times for any reason. Please DO NOT try to have a quick chat, as we do not wish to offend you when we are running between classes.

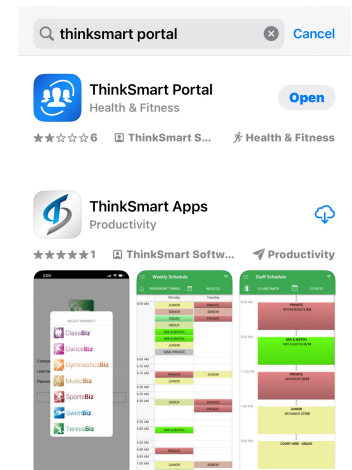
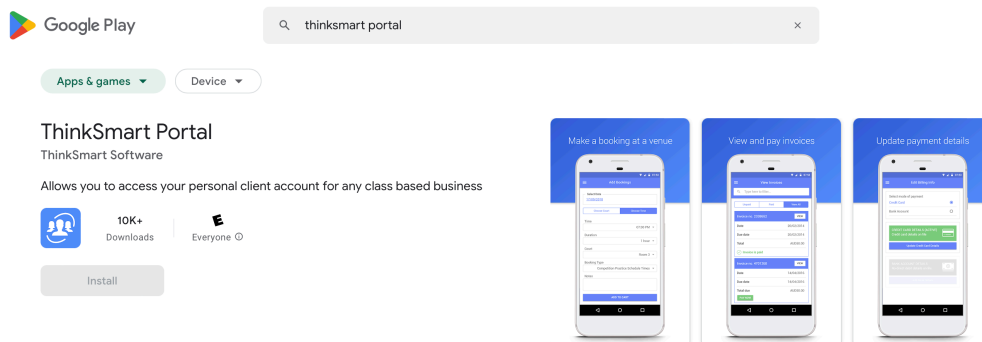
Please do not contact staff members via personal mobile phone or social media regarding studio-related questions. While we understand that you may have personal friendships with some staff, I implore you to consider if the requested information is essential to encroach on their non-working time. Staff have been asked to refer you to the appropriate communication methods, so please do not be offended when they respond in such a manner.

Meetings can be requested with the Studio Director via email. This will allow all required parties to book enough time to ensure your request is handled adequately. ADC administration email protocol responds within 48 hours; if you do not receive a reply, please resend/follow up, as it may have gone to junk mail. Please do not assume we received your correspondence if you do not get a reply; per protocol, ADC will always endeavour to reply within 48 hours.

Parent APP - ThinkSmart Customer Portal

PLEASE SET THIS UP IF YOU ARE A NEW TEAM MEMBER

To get this app, search 'ThinkSmart Portal' in the relevant app stores below, then download the app in the [Apple App Store](#) or [Google Play](#)



LINK BELOW for the portal

https://thinksmartsoftware-au.com/customer_portal_v2/#/

Ambiance Dance Website Link: <https://www.ambiancedance.com.au/homepage/signupnow/customer-portal/>

STEP 1 Please download the Thinksmart Portal from the App Store or Google Play.

STEP 2 Use the CODE: **JHKVFHZ3**

STEP 3 Use the email you used at enrolment,

STEP 4 Set your password.

The Thinksmart portal is the parent portal app linked with Ambiance Dance, where you can view ADC invoices and your scheduled payment dates, notify absences, view and add classes, and view and change any personal information. Upon enrolment, ADC members are sent a link to sign up for the customer portal. Ambiance Dance cannot access your accounts as they are encrypted for safety.

ADC Website Login

The website login is needed to access any locked pages within the website, such as the ADC members dropdown menu and forms required throughout the year. These pages are locked as some information is purely for ADC members only. Upon enrolment, all members are sent an access email via WordPress; you can change the password accordingly. The username and original password are found in the email sent from WordPress.

Understanding your *USERNAME AND PASSWORD*

Everyone's username for the website is the first initial of their first name and then their surname (the first two letters are capitals).

EXAMPLE: TSibon-Bourke or TBourke. Then, you can reset the password to a password of your choice.

PLEASE NOTE: This IS NOT THE CUSTOMER PORTAL, and the login is NOT the same.

The Customer Portal and Website Login are different platforms; you need separate logins. Please ensure you have activated each account.

Student Learning APP - MOVITANZ

ADC is proud to offer the platform Movitanz, which allows our dancers to take their dance classes home and learn faster. This is a secure online program that enables students to have access to content within their class groups. It allows us to upload videos and music to encourage your children to practice at home and share other great dance resources.

A compulsory fee of **\$5.99** is charged per student each term for this platform; please sign up to make sure your child gets all their learning. The cost is charged regardless of your usage of the app.

MOVITANZ SIGN UP:

1. If you use an internet browser on a laptop or desktop, click the link below:
Please note that signing up using the app on a phone/tablet may lead to some issues. Please see reception if you need assistance.
2. Select 'Student' and fill out your child's details.
It will also ask you for the studio code; please enter **wDYOnKjV**
3. Only one account can be created per email address. If you have two or more children within the studio, you can form a joint account for them; enter their first names when filling out their details. If your children have separate emails, you can create different accounts for each of them or choose to have one account

JOINING GROUPS:

Log in and click the 'Groups' button in the top right-hand corner.

Join ALL classes that you attend regularly so that you have access to all the resources you need. Groups are named similarly to your enrolment.

TIMELINE:

All posts shared with you can be viewed on your Timeline. You can scroll through to find a particular video or type what you are looking for into the search bar towards the top of the site. Feel free to use the filter and star-specific videos for reference at a later date.

PORTFOLIOS:

Portfolios are used to group Timeline posts under topics for specific classes. This is an easy way to find content videos for exam classes.

MOVITANZ APP:

Download the free Movitanz App onto your phone/tablet to quickly access your content and resources.

Ensure you miss nothing happening at the studio and get the most out of your dance classes by signing up to Movitanz now!

Happy learning!

Private Lesson Booking System - PICKTIME

Attention everyone!

Please note that the PICKTIME booking system is currently under review and therefore, all ADC private lessons will be booked by administration in the meantime.

This means that you will not be able to book private lessons or appointment times through PICKTIME. If you have any questions or concerns regarding this matter, please do not hesitate to contact ADC administration.

info@ambiancedance.com.au

Thank you for your understanding and cooperation.

We are now utilising PICKTIME as our private lesson and appointment booking system.

Please see the link below and book private lessons or appointment times accordingly. Once the booking times are entered, you will receive an email confirmation to confirm the booking. If you require an unavailable time on the booking system, please email , and if possible, ADC administration will assist you with your request.

REMINDER: 48 hours notice must be given if private lessons require cancellation, or you will be charged accordingly for the missed lesson.

<https://www.picktime.com/ADCbookingsystem>

Duty of Care

All care is taken, but no responsibility is accepted for accidents/injuries incurred in the studio, concerts/competitions, or other performances—students dance at their own risk.

Release and Waiver forms must be signed before enrolment can be accepted within the online enrolment. By accepting our terms and conditions, you accept the waiver.

Punctuality and Attendance

Please ensure that your child is punctual to all classes & dressed appropriately.

Constant lack of attendance, especially in Performance Team classes, stresses the rest of the team much. Performance team enrolled members must adhere to the performance team policy (refer to the PT contract)

Consequently, you may be asked to withdraw from class/es if constant absences are recorded.

Viewing Cameras

At ADC, we have a live feed (CCTV) of all classes on the TV in the waiting area. This will allow you peace of mind and the enjoyment of watching your child when you can remain in the foyer. The camera records to the hard drive and can be reviewed remotely by the Director even when not on site. This ensures management can always see what is happening in BOTH the classes and the foyer.

Please Note: The foyer TV will NOT be turned on in Terms 3 & 4 due to concert preparation, and the TV may be switched OFF any time during the year at the Director's request. Please DO NOT loiter around the TV. The cameras continuously record even if the TV is turned off, so management can always refer back to the footage.

Carpark

We ask you to park only on the bitumen verges around the studio for drop off and pick up during business hours; this includes Saturday mornings. Please do not park in the staff parking, the grassed verge roped off, or any other business (tenants) bays, as this causes problems within the strata. Please do not park on the corner; it is illegal and against all road rules. This action could result in the council ranger issuing you a fine.

YOU ARE RESPONSIBLE FOR YOUR CHILD/CHILDREN OUTSIDE OF CLASS TIME. PLEASE ENCOURAGE THEM TO REMAIN INSIDE THE ADC PREMISES.



Uniforms and Class Attire

Ambiance Dance's uniform colours are pink, black, and white (boys may wear purple). All students representing ADC via external performing (corporate events/competitions and the like) must wear the Ambiance Dance Jacket and ADC Leggings or shorts. Studio Jackets, T-shirts and Dance clothes are available from the uniform store at RECEPTION.

We have uniforms specially designed for Ambiance Dance by various suppliers; they are compulsory for ALL students. Please DO NOT buy outside dance attire before mandatory ADC uniforms are purchased for enrolled classes and team events. Please REMEMBER uniforms and appropriate ADC attire make ALL students feel part of the team and show the UNITY of OUR STUDIO. Pride in one's presentation and appearance are paramount to an individual's development. PLEASE DO NOT spend excessive amounts of money on dance attire that is not required when you can PURCHASE THE TEAM UNIFORM that is COMPULSORY for OUR TEAM!

Correct attire, including shoes, for each class and genre has been outlined for you in the [Dance class attire table](#) on the website. We do ask that all hair be tied back neatly and securely so that the hair is off the face and does not cause a distraction while in class.

All Students should bring their shoes in a Zip-Up Dance Bag clearly labelled. Students MUST wear shoes in all classes unless specified by the teacher. The colour of shoes within the WHAT TO WEAR document is a guide only; sometimes, the colour needed for the concert or exams may differ. The shoes' colour depends on the costume choices and will be advised closer to the time.

CLICK LINK BELOW TO VIEW ADC MERCHANDISE

<https://www.ambiancedance.com.au/merchandise/>

End of Year Showcase Performance - ALL ADC students are required/involved.

Ambiance Dance Company produces an end-of-year showcase, which allows all ADC dancers to perform for their family and friends. It is an exciting, empowering and confidence-building experience for them and a chance to showcase their hard work. ADC cherishes involving all students and encourages even our youngest and newest performers to hit the stage.

Our Annual Showcase should be held within the last five weeks of Term 4. Confirmation of dates will be given at the end of Term 1. Detailed information about the Showcase will be provided closer to the time. A non-refundable concert levy of \$60 per student will be invoiced and payable at the end of Term 2. If the invoice remains outstanding, you will not be included in the showcase, and costumes will not be provided. Once you have paid your levy, this will confirm your commitment to the concert. If you pull out, once you have committed, you will lose the concert levy and must pay costume costs and fees associated with the concert. We have personal dressmakers and also order ready-made costumes. Costume costs range from \$70-\$100 depending on age group and requirements. Senior costumes and some costumes (dependent on detail/custom-made) can go up to \$150. We are mindful of keeping costume expenses as low as possible. However, we also wish to ensure all students are groomed impeccably and professionally.

For those families new to the dancing world of concerts, some parents start their own concert [savings fund \(online form Link\)](#) and put money aside each week. This makes paying for the costumes much easier, especially as the showcase is close to Christmas. Please email accounts@ambiancedance.com.au if you wish to set this up on your account. 9

ADC IS EXCITED TO HAVE YOU JOIN THE TEAM AT ADC WE WHOLEHEARTEDLY
AGREE WITH AUDREY HEPBURN

"Nothing is impossible. The word itself says 'I'm possible!'"

—
Audrey Hepburn