



# Policy and Procedure Handbook



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# Safeguarding

## Purpose

This policy sets out Stage Academy's approach to safeguarding and promoting the welfare of children. It applies to all aspects of our work and to everyone working for Stage Academy, including permanent and temporary employees and self employed contractors. This policy sets out how Stage Academy will meet its statutory duty under section 175 of the Education Act 2002 to safeguard and promote the welfare of children and help them to achieve good outcomes.

## Definitions

Stage Academy uses definitions of the term 'safeguarding' from statutory guidance.

Safeguarding children is defined in Working together to safeguard children as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

## Policy Statement

Stage Academy is committed to ensuring children in our care are protected from maltreatment, harm and radicalisation. We believe everyone has a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them. We will make sure that all children and young people have the same protection regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.

- Stage Academy ensure all staff members are aware of their duty to protect children in accordance with Working together to safeguard children (Department for Education, 2018).
- Stage Academy's safeguarding policy and procedure forms part of the initial and ongoing training for all staff regardless of roles and responsibilities within the company.
- Stage Academy staff know it is not their responsibility to investigate possible safeguarding concerns.
- Stage Academy is dedicated to creating an environment where children and young people are comfortable about speaking out if anything is worrying them.
- It is the role of Stage Academy staff to highlight any concerns to the Designated Safeguarding Officer or their deputy (should they be indisposed).
- Stage Academy's Designated Safeguarding Officer is Andrew Howson.
- Stage Academy's Deputy Designated Safeguarding Officer is Mark Howson.

- It is the role of the Designated Safeguarding Officer to take the lead in ensuring that appropriate arrangements for keeping children and young people safe are in place at Stage Academy, to promote the safety and welfare of children and young people involved in Stage Academy's activities at all times, to receive and record information from anyone who has concerns about a child who takes part in Stage Academy's activities and to take the lead on responding to information that may constitute a child protection concern.
- Stage Academy is committed to the regular review of its Safeguarding policy and procedures to ensure they remain appropriate and effective.

## Procedure

### *Responding to a disclosure of abuse*

Children and young people may disclose abuse in a variety of ways which Stage Academy staff should be aware of, including:

- directly – making specific verbal statements about what's happened to them
- indirectly – making ambiguous verbal statements which suggest something is wrong
- behaviourally – displaying behaviour that signals something is wrong (this may or may not be deliberate)
- non-verbally – writing letters, drawing pictures or trying to communicate in other ways.

Should a child make a disclosure of abuse to a member of Stage Academy staff that staff member should:

- Give their full attention to the child or young person and keep their body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important.
- Respect pauses and don't interrupt the child – let them go at their own pace.
- Make it clear they are interested in what the child is telling them.
- Only ask open questions.

If the Stage Academy staff member believes there is any cause for concern whatsoever they should report the disclosure to the Designated Safeguarding Officer using the following procedure:

- If a Stage Academy staff member raises a concern they must contact the Designated Safeguarding Officer immediately.
- The staff member should use the "Safeguarding Disclosure" form to make a full written record of the disclosure as soon as possible. The "Safeguarding Disclosure" form will be stored securely until passed onto the relevant agency.
- The "Safeguarding Disclosure" form must include: the time and date of the disclosure, the time and date of full written record, a factual outline of the disclosure both verbal and physical (including body language).

- Further to this Stage Academy will keep a written record of all discussions and actions related to the disclosure, regardless of the outcome, along with the reasons for actions taken.
- Stage Academy staff have a duty to share information regarding concerns only with the relevant people. Staff should otherwise keep this information private and confidential.

## ***Recognising Signs Of Abuse***

It can be very hard for children and young people to speak out about abuse. Stage Academy staff have a duty to recognise and respond to signs of abuse which can include:

- regular flinching in response to sudden but harmless actions
- showing an inexplicable fear of particular places or people
- knowledge of 'adult issues' for example alcohol, drugs and/or sexual behaviour
- angry outbursts or behaving aggressively towards other children, adults, animals or toys
- becoming withdrawn or appearing anxious, clingy or depressed
- self-harming
- bruises on the cheeks, ears, palms, arms and feet
- bruises on the back, buttocks, tummy, hips and backs of legs
- any burns which have a clear shape of an object
- children who appear dirty or smelly and whose clothes are unwashed or inadequate for the weather conditions
- children with poor language, communication or social skills for their stage of development

Should a member of staff believe they have recognised signs of abuse in a child or young person, or indeed have any concern for a child's wellbeing, they should report their concerns immediately to the Designated Safeguarding Officer. If necessary the Designated Safeguarding Officer will ask the staff member to make a written record of their concerns using the "Cause for Concern" or "Safeguarding Disclosure" form as appropriate and take action in accordance with the Stage Academy safeguarding policy and procedures.

## ***Referral***

If a child is deemed to be in immediate danger call the police on 999.

Where possible, following a discussion with the staff member who raised the concerns, the Designated Safeguarding Officer or their deputy will decide whether it is necessary to refer the concern. Should there be any doubt as to whether the concerns meet the threshold for referral to child protection services, the Designated Safeguarding Officer or their deputy may discuss the case on a "no-names" basis with the relevant local authorities child protection team.

Should it be deemed necessary to refer the concern the Designated Safeguarding Officer will contact the Social Care Department in the local authority of the child's home address.

If a member of staff has a safeguarding concern about another member of Stage Academy staff they should contact the Designated Safeguarding Officer.



## Stage Academy Safeguarding Contacts

### ***Designated Safeguarding Officer (First point of contact)***

Andrew Howson  
andrewhowson@stageacademy.co.uk  
07862128111

### ***Deputy Designated Safeguarding Officer (Should the Designated Safeguarding Officer be indisposed)***

Helen Wint  
helenwint@stageacademy.co.uk  
07951579694

# Student Pickup Procedure

## Purpose

This procedure ensures the safety of students attending Stage Academy activities by regulating who is allowed to pick them up, ensuring all students are picked up by someone who has been pre authorised by the parent and requiring that we have written authorisation for all children aged ten and over who are allowed to go home on their own.

## Procedure

### *Adding pickup adults*

When a parent first enrolls their child in a Stage Academy activity they must provide the names of any and all responsible people that they would like to authorise to pick up their child. In the case of children ten or over the parent may decide to allow their child to leave Stage Academy activities unaccompanied, if this is the case the parent must authorise this on their child's registration form at the time of enrolment.

### *Changing pickup adults*

It is the parents responsibility to ensure the pickup adults list for their child is accurate and kept up to date. Parents should inform Stage Academy of any changes to pick up arrangements immediately in writing through the website or their Stage Academy Principal.

### *Pickup time*

Students will only be released to those on their "Pickup Adult" list or allowed to go home alone if pre authorised by the parent. Stage Academy staff will double check the name of anyone coming to pick up who they do not recognise as a pickup person. If someone arrives to pick up who is not on the "Pickup Adult" list or if no adult has arrived to pick up the student then the student will wait inside the Stage Academy classroom accompanied by a member of staff.

### *If the person picking up is not on the pickup adults list*

Should someone arrive to pick up a student who is not on their pre authorised "Pickup Adult" list the Stage Academy staff member in charge must telephone the parent and ask them to confirm the full name of the person picking up. If this name matches the name given by the

person in attendance the student will be released, however the parent will be asked to update their details immediately to reflect the change.

If the parent cannot be contacted the Stage Academy Principal may at their discretion call the students emergency contacts for confirmation of pickup arrangements.

If no contact can be made either with the parent or emergency contact or the Stage Academy Principal is not absolutely satisfied that the person in attendance is an authorised pick up person the student will not be released and must stay at the venue accompanied by a Stage Academy staff member until such a time that someone on the pickup people list arrives. Should the matter be unresolved 15 minutes after pickup time it will be escalated to the managing principal who along with any other staff members present should attempt to satisfy themselves that it is appropriate to release the student to the attending adult.

Stage Academy reserves the right to refuse the pickup of a student by anyone not on the pickup adult list.

## ***Late pickup***

If a parent is late picking up their child the student will remain in the care of Stage Academy staff who will take the following action:

- Contact the parent by telephone if the child has not been collected five minutes following the advertised class end time.
- Ask the parent to organise alternative pick up arrangements if necessary.
- After 15 minutes if no contact has been made staff will call all people on the emergency contact list.
- After 30 minutes if no contact has been made the matter will be escalated to the managing principal.
- After 60 minutes if no contact has been made the managing principal will contact the relevant local authorities social care team, the student will remain with Stage Academy staff until they are either picked up by an authorised pick up person or placed in the care of the relevant social care team.

Late pickup can severely hinder Stage Academy's ability to operate sustainably, please always aim to arrive early to pick up your child from our activities. Stage Academy reserves the right to charge the parent in the event of late pickup.

# Anti Bullying

## Purpose

Stage Academy has a zero-tolerance attitude towards bullying and harassment. We strive to create a safe and welcoming space for children to express their creativity and personality free from judgement, hatred or intolerance. Bullying and harassment can have a profound effect on the victim's lives affecting them emotionally, physically, academically and socially. For these reasons, bullying and harassment will never be tolerated by Stage Academy.

Everyone has a part to play in preventing bullying at Stage Academy, the principal, teachers, support staff, student and parents. This means that as soon as anyone becomes aware of any form of bullying taking place they should bring it to our attention straight away confident in the knowledge that we will take swift, fair and effective action.

Stage Academy has a responsibility to respond to bullying that takes place at its activities and while bullying outside of Stage Academy may be out of our control we will always provide help, support and a listening ear to students who need it, it's just part of who we are! The bottom line is that bullying and harassment are not welcome at Stage Academy.

## Definitions

### *What is bullying?*

There is no legal definition of bullying. However, it's usually defined as behaviour that is:

- repeated
- intended to hurt someone either physically or emotionally
- often aimed at certain groups, for example because of race, religion, gender or sexual orientation

It takes many forms and can include:

- physical assault
- teasing
- making threats
- name calling
- cyberbullying - bullying via mobile phone or online (for example email, social networks and instant messenger)

### *Signs and Symptoms*

No single sign will indicate for certain that your child's being bullied, but watch out for:

- belongings getting 'lost' or damaged
- physical injuries, such as unexplained bruises
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school
- not doing as well at school
- asking for, or stealing, money (to give to whoever's bullying them)
- being nervous, losing confidence, or becoming distressed and withdrawn
- problems with eating or sleeping
- bullying others.

Children who are bullied:

- may develop mental health problems like depression and anxiety
- have fewer friendships
- aren't accepted by their peers
- are wary and suspicious of others
- have problems adjusting to school, and don't do as well.

## ***Procedure***

When responding to incidents or allegations of bullying Stage Academy staff will:

- listen to all the children involved to establish what has happened
- record details of the incident and any actions you've taken
- inform our nominated child protection lead (Andrew Howson - Principal)
- inform parents and carers (unless doing so would put a child at further risk of harm)
- provide support to the child/children being bullied, children who witnessed the bullying and the child/children who has been accused of bullying
- ask the child/children who have been bullied what they would like to happen next
- consider appropriate sanctions for children that have carried out bullying
- continue to monitor the situation even if the situation has been resolved

Stage Academy will not tolerate bullying of any kind. Anyone found to not be following the Stage Academy Promises will be excluded from Stage Academy activities. Please note that in the case of exclusion due to a breach of the Stage Academy Promises, refunds will not be given.

## **Stage Academy Promises**

The Stage Academy Promises are our code of conduct. It outlines what we expect from our students and our parents as well as what our students and parents can expect from us. All parents and students should read and follow the Stage Academy Promises, they are essential to creating a safe, welcoming and fun environment for everyone at Stage Academy.

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## ***Stage Academy's Promises to Parents and Students***

At Stage Academy we promise to:

- deliver fast-moving, fun and professional performing arts training in an age appropriate way focusing also on the Stage Academy STARS - self-confidence, teamwork, ambition and responsibility leading to success
- facilitate a welcoming and safe environment for all Stage Academy activities
- keep our students safe by following our robust policies and procedures
- keep students and parents informed through helpful emails and detailed progress reports on a regular basis
- strive every day to deliver the best possible experience for our students and parents

## ***Students Promises to Stage Academy - Dos and Don'ts***

As a Student at Stage Academy you should:

- be friendly
- cooperate with and listen to others
- treat everyone with respect
- be helpful and supportive
- take responsibility for your behaviour
- wear your Stage Academy T-Shirt along with appropriate clothing and footwear
- be on time
- be prepared - if you have been asked to complete a task like line learning at home, do so
- try your best
- follow instructions
- follow the Stage Academy Promises and any other rules given to you
- have fun!

As a Student at Stage Academy you should not:

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- be abusive towards anyone



## ***Parents Promises to Stage Academy***

To help us provide your child with an incredible experience we ask that you:

- bring your child to Stage Academy on-time, appropriately dressed in their Stage Academy T-Shirt and prepared for their classes
- support your child at home to succeed in their Stage Academy activities
- ensure your child is picked up on-time from Stage Academy activities
- keep us informed about any changes to Pickup Adults, Medical Needs, Personal Information or any other pertinent information through the My Account section of the Stage Academy website or by speaking to your principal (it is particularly important that you inform us of changes to Pickup Adults and Medical Needs straight away)
- be open and honest with your Stage Academy principal and teachers so we can work together to provide the best possible experience for your child

We hope you can see that by following these simple promises we can all help to create and maintain a warm, welcoming, productive, safe and exciting learning environment at every Stage Academy activity.

# Medical Needs and First Aid

## Purpose

At Stage Academy we give to the highest priority the medical needs of our students and staff. The policy sets out the information that we need from parents, how we respond to medical needs and what we will do in the unlikely event of a medical emergency.

## Policy

Stage Academy will make every practical effort possible to accommodate the medical needs of its students and staff during Stage Academy activities. It is essential that parents and guardians make us aware of any medical needs whatsoever that a student may have including but not limited to allergies, disabilities, conditions, illnesses and medications so we can act accordingly and be prepared in the event of a medical emergency.

Stage Academy will ensure there is a minimum of one trained paediatric first aider on site at Stage Academy activities with an adequately stocked first aid kit (this does not apply to Stage Parties/Stage Education activities unless explicitly stated).

Parents or guardians must consent upon enrolling their child in Stage Academy activities to any emergency medical treatment deemed necessary and authorise staff or contractors of Stage Academy to sign on their behalf any written form of consent required by the hospital authorities should treatment be deemed necessary.

Stage Academy reserves the right to deny entry to any student at any time if it is deemed that taking part may put the student at risk, this includes where medication we have been told is essential including but not limited to epi pens and asthma pumps is not present.

## Procedure

### *Recording medical needs*

- If a student has any medical needs these must be recorded on a "Medical Needs" form and discussed with the Stage Academy principal to ensure we have a full understanding a written record of their needs.

### *Updating medical needs*

- If a student has a change to their medical needs it must be recorded on a "Medical Needs" form and discussed with the Stage Academy principal to ensure we have a full understanding a written record of the change to their needs.

## ***Administering Medication***

- Medication must not be given without written permission from the parent/carer on a "Medical Needs" form. Only specifically prescribed medication should be given unless there are special circumstances which have been discussed and agreed with the Stage Academy principal on a case by case basis and always recorded in writing on a "Medical Needs" form.
- All medication should be properly named and labeled.
- If administering medication becomes necessary during a Stage Academy activity this should be witnessed by at least one other member or staff and information will be recorded on an accident report form.
- Stage Academy activities are very active and energetic, students should be in good health when attending for their own safety.

## ***Administering First Aid***

- Every Stage Academy venue will have a minimum of one fully qualified paediatric first aider on site at all times. Staff first aid certificates must be dated within the last three years of the current date.
- First aid should be witnessed by at least one other member of Stage Academy staff.
- If first aid is administered it will be recorded on an accident report form.
- All parents or Stage Academy students must consent to the administering of first aid and emergency medical treatment whilst their child is in Stage Academy's care.

# Safety and Security

## Purpose

Above all else, our number one priority at Stage Academy is keeping students, staff and parents safe and secure during their time with us. Stage Academy staff will ensure that venues are safe and secure, that planned activities are suitable and that students are properly supervised at all times. The Stage Academy principal will take appropriate steps to ensure the safety and security of their staff.

## Procedure

### *Venues*

Before any Stage Academy activity, the member of staff in charge will complete a risk assessment to ensure it is safe and appropriate to continue. This must happen before every session regardless of how often the venue is used by Stage Academy and a written record will be kept. Through this risk assessment staff members will check that:

- The space is clean, tidy, safe, well lit and of an adequate temperature
- Medical and emergency information for all students is readily available
- The activities planned are suitable for the space
- Any plug sockets, electrical wiring and windows are safe and in good condition
- Fire exits are accessible and staff members are aware of evacuation procedures
- Toilets are clean and safe

Following the start of the session staff will ensure that:

- The classroom is adequately secured from intruders
- Any required medication is present and readily available

### ***Accident and incident reporting***

Stage Academy staff will report all accidents or incidents that take place at a Stage Academy activity by using the appropriate reporting form, in all cases staff will make the Stage Academy principal aware immediately.

Parents must inform Stage Academy of any accidents or incidents which have caused injury outside of Stage Academy, this should be done through the Parent Account page on the Stage Academy website prior to the student's next class or with the Stage Academy principal on drop off should this not be possible.

## ***Avoiding missing students***

Stage Academy staff are constantly alert to the possibility of missing students. Stage Academy will take the following steps to avoid missing students:

- Students must sign in with a Stage Academy staff member on arrival at their Stage Academy activity. For all children under 10 and any children over 10 who are not authorised to go home alone a face-to-face handover must happen between the parent and staff member.
- Staff will carry out a regular headcount throughout Stage Academy activities
- Students will remain supervised at all times.
- Staff will follow our pick up policy at the end of the Stage Academy activity.

In the incredibly unlikely event a student can not be located the principal will conduct a thorough search of the venue, should the student not be located immediately the police will be informed along with the parent or guardian. The principal will continue the search for the child while remaining staff members continue to look after the remaining students and continue activities in the most normal way possible.

## ***Emergency Evacuation***

All Stage Academy venues have their own personalised emergency evacuation plan which is the responsibility of the Stage Academy principal. At all venues in the event of an emergency evacuation the following steps will be taken:

- Students will be lined up by their current class teacher in a calm manner and a headcount will be performed.
- Students will be led using the nearest safe exit to the venue's emergency meeting point. No attempt should be made to take personal belongings or to re-enter the building until permission has been given by the Stage Academy Principal.
- The Stage Academy Principal in charge will also head to the venue's emergency meeting point via the nearest safe exit taking the days register with them.
- The Stage Academy Principal will take a register to ensure all students and staff are present at the emergency meeting point. The principal should notify emergency services and check the venue to ensure all people have vacated - provided that doing this does not put anyone at risk.
- If returning to the venue once inside the current class teachers will perform another headcount before continuing with their lessons as normal.
- If we are unable to re-enter the venue parents will be contacted to pick up students and students will remain supervised. In this event, the usual pick up policy will be followed as normal.
- It is the responsibility of the Stage Academy Principal to ensure that all staff are fully aware of the emergency evacuation procedures and their role in the event of an evacuation.

Once per year an emergency evacuation drill will take place to ensure that all staff and students are prepared in the unlikely event of an emergency evacuation.

# Photography and Filming

## Purpose

Stage Academy works with children and families as part of its activities.

The purpose of this policy statement is to:

- protect children and young people who take part in Stage Academy's services, events and activities, specifically those where photographs and videos may be taken
- set out the overarching principles that guide our approach to photographs/videos being taken of children and young people during our events and activities
- to ensure that we operate in line with our values and within the law when creating, using and sharing images of children and young people

This policy statement applies to all staff, volunteers and other adults associated with Stage Academy.

### ***We believe that***

- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people and to take, share and use images of children safely

### ***We recognise that***

- sharing photographs and films of our activities can help us celebrate the successes and achievements of our children and young people, provide a record of our activities and raise awareness of our organisation
- the welfare of the children and young people taking part in our activities is paramount
- children, their parents and carers have a right to decide whether their images are taken and how these may be used, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation
- consent to take images of children is only meaningful when children, their parents and carers understand how the images will be used and stored, and are fully aware of the potential risks associated with the use and distribution of these images
- there are potential risks associated with sharing images of children online

### ***We will seek to keep children and young people safe by***

- always asking for written consent from a child and their parents or carers before taking and using a child's image, this is done when signing up for Stage Academy activities
- always explaining what images will be used for, how they will be stored and what potential risks are associated with sharing images of children

- making it clear that if a child or their family withdraw consent for an image to be shared, it may not be possible to delete images that have already been shared or published
- changing the names of children whose images are being used in our published material whenever possible (and only using first names if we do need to identify them, aside from in the context of Stage Agency where we may need to share additional information with casting directors and industry professionals with the parents permission for the purpose of securing professional engagements)
- using images that positively reflect young people's involvement in the activity
- ensuring any photography or filming is done in a manner consistent with our safeguarding policies and procedures

### ***Photography and/or filming for personal use***

When children themselves, parents, carers or spectators are taking photographs or filming at our events and the images are for personal use it is important that:

- people gain permission from children, their parents and carers before sharing photographs and videos that include them
- people check the privacy settings of their social media account to understand who else will be able to view any images they share
- children, parents and carers know that they can talk to Stage Academy staff if they have any concerns about images being shared

### ***Photography and/or filming for Stage Academy's use***

We recognise that our staff may use photography and filming as an aid in activities such as music or drama. However, this should only be done with Stage Academy's permission.

Children, young people, parents and carers must also be made aware that photography and filming is part of the programme and give written consent, this is done when you first join Stage Academy.

### ***Photography and/or filming for wider use***

If people such as local journalists, professional photographers (not hired by Stage Academy) or students wish to record one of our events and share the images professionally or in the wider world, they should seek permission in advance. They should provide:

- the name and address of the person using the camera
- the names of children they wish to take images of (if possible)
- the reason for taking the images and/or what the images will be used for
- a signed declaration that the information provided is valid and that the images will only be used for the reasons given.

Stage Academy will verify these details and decide whether to grant permission for photographs/films to be taken. We will seek consent from the children who are the intended subjects of the images and their parents and inform the photographer of anyone who does not give consent.

## ***Sharing Images***

Sharing photographs and films of our activities can help us celebrate the successes and achievements of our children and young people, provide a record of our activities and raise awareness of our organisation. Ways that photographs and films may be shared in accordance with our "Photography and Filming" and "Safeguarding" policies may include but are not limited to:

- Social media (such as facebook, twitter, instagram and youtube)
- The Stage Academy website
- Print media
- Advertising materials
- Recordings of Stage Academy productions for distribution to Stage Academy parents

Parents, carers and children are reminded that if permission is not granted from photography and filming at Stage Academy it may make it difficult for children to take part in certain Stage Academy activities due to their very nature including but not limited to Acting for Camera sessions and Stage Academy Productions.

Parents, carers and children are reminded that it is generally not be possible to delete or withdraw images that have already been shared or published.

## ***Storing Images***

We will store photographs and videos of children securely, in accordance with our safeguarding policy and data protection law.

We will store images for the length of time that they are needed.

Parents, carers and children are reminded that it is generally not be possible to delete or withdraw images that have already been shared or published.

# COVID-19

## Purpose

Above all else, our number one priority at Stage Academy is keeping students, staff and parents safe and secure during their time with us. We have created this set of COVID-19 policies and procedures to make sure everyone is clear on how to maintain a safe environment at Stage Academy and the steps we will take in a number of circumstances related to COVID-19.

## *Protective Measures*

- Reviewed maximum class sizes on a venue by venue basis to ensure social distancing
- Encouraging drop off and pick up at the main door to reduce adults in the venue
- Electronic registration forms and payments
- COVID Secure lessons plans with no contact, hand holding, or close face to face activities
- Regular reminders at class, both signposted and verbal, to staff, students and parents requesting that they maintain a safe social distance
- Staggered class start and end times with classes being kept separate in the building
- Regular venue cleaning paying extra attention to frequent touch points throughout the day
- Open class and performances made available to parents in digital form when required
- Hand washing facilities and hand sanitiser readily available and used when entering and leaving Stage Academy, as well as at regular intervals
- Designated toilet facilities will be available and cleaned regularly following use
- Children will be asked to bring their own water bottles and reminded not to share
- Adequate PPE to be worn by staff if administering first aid
- All staff, students, parents and visitors will be reminded that they should NOT attend Stage Academy if they have any symptoms or have been told to self isolate

## *What to do with a suspected case of COVID-19 on site at a Stage Academy activity*

No one with symptoms should enter a Stage Academy venue

If a person displays symptoms - A high temperature, loss/change of taste or a persistent cough, they should:

1. Notify the Stage Academy Principal immediately
2. Avoid touching anything
3. Go home immediately (Children accompanied by their parent, etc). Where staff have to support a student until collected PPE must be worn
4. All other persons are to maintain a safe distance from affected individual
5. Coughing and sneezing should be done into a tissue which is then put into a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow

6. Venue to be informed so the area occupied by the contaminated person can be isolated and disinfected
7. If individuals need to go to the toilet a separate toilet should be used wherever possible. The toilet should be cleaned and disinfected using standard cleaning equipment
8. The person will be encouraged to take a test and participate in the NHS Test and Trace programme

### ***Following the appropriate advice and guidance***

At all times Stage Academy will follow the advice and guidance from the Government, the Department for Education, Public Health England and NHS Test and Trace with regards to COVID-19. Any decision to close a Stage Academy school or pause the operation of a Stage Academy class will be taken only on the advice of one of the aforementioned relevant bodies.

### ***What if Stage Academy have to cancel an activity***

If an activity is cancelled due to COVID-19 necessary arrangements will be made by Stage Academy to make up for lost time. These arrangements may include but are not limited too; live Stage Academy sessions via video conference, replacement Stage Academy sessions at an alternative date/time/venue to make up for lost time. Decisions will be made on a case by case basis dependant on the circumstances.

### ***What if my child is unable to attend Stage Academy?***

Your child's Stage Academy membership reserves their space in class specially for them, no other child can take their place at Stage Academy and our fees are based on an ongoing membership to our classes rather than a class by class basis.

With this in mind if your child is unable to attend Stage Academy due to illness, injury, self-isolation of themselves or your household due to COVID-19 symptoms or instruction by NHS Test and Trace or any other reason it is not possible to offer a refund or account credit.

Stage Academy will make provisions to ensure students can continue learning with us at home, for example by making Stage Academy class materials available for study at home, to ensure students do not fall behind in our curriculum.

### ***Keeping us informed***

Everyone involved with a Stage Academy activity, including but not limited to staff, contractors students, parents and pickup adults have an important duty to keep us informed in relation to COVID-19. If you or a member of your household test positive for COVID-19, develop one or more on the main symptoms of COVID-19 or are asked by NHS Test and Trace to self-isolate you **must** inform Stage Academy straight away by emailing [contact@stageacademy.co.uk](mailto:contact@stageacademy.co.uk) or contacting your Stage Academy principal. Please help us to keep everyone safe at Stage Academy.

# Terms and Conditions

By enrolling your child at Stage Academy, you accept these terms and conditions – which comprise the terms on this page, our privacy policy, our cookies policy and any other policy or procedure which we may make you aware of from time to time (“terms”) and sign your agreement to them as an on-going agreement between you and Stage Academy (“agreement”).

This agreement is made between the parent or guardian (“parent”, “you” or “your”) of each enrolled student (“student”) by a parent and Stage Academy Limited (“Stage Academy”, “we”, “our” or “us”), a limited company registered in the United Kingdom with registration number 11995487 and registered offices at Unit HGG02, 24 Highbury Grove, London, N5 2EA, trading as Stage Academy, Stage Academy Jrs, Stage Parties, Stage Education, Stage Agency and Stage Creative – together (the “parties”) – and is valid at all times whilst the student is enrolled on any Stage Academy activity and until such time written notice is given in accordance with these terms.

## Introduction

Before your child enrolls in Stage Academy, it’s important that the parties all agree and understand how our relationship will work, so we’ve written some terms and conditions to help explain how we operate, and how we’ll work with you.

We can change these terms at any time. When we do, we’ll let you know by either writing to you, emailing you or updating this webpage. For the avoidance of doubt, updating this webpage, without either writing to you or emailing you, will be considered adequate notice of any change to the terms.

If you disagree with any changes to the terms, your sole remedy will be to cancel your subscription to Stage Academy, providing the customary notice period (unless the terms change in a way that is detrimental to you, in which case you may have limited rights to cancel without providing the customary notice period – we will inform you if this is the case).

Continuing to attend classes after a change to the terms, or continuing to interact with any of our services after a change to the terms, will indicate acceptance of the new terms.

These terms supersede and extinguish all previous agreements between the parties (whether written or oral) and shall govern the contractual relationship between us going forwards. Any promises, guarantees or offers made by a member of the Stage Academy team, or any of our affiliates, agents or franchisees, which are not confirmed in writing in this agreement or any attached schedule, do not form part of our contract and are not binding on either of the parties.

Just so you know:

- A **course** refers to a course of classes offering tuition in dance, drama and singing which will be delivered during the **term**. **Course** classes will take place once per week for a certain number of hours, as detailed at the time of booking.
- A **workshop** refers to a course of classes delivered outside of the **term**, or during the **term** but outside of the usual schedule of the **course**.
- A **party** refers to a one-time performing arts class delivered at a location of the **parents** choosing, for both the **student** and friends and family members of the **student**.
- The **principal** refers to the principal of a particular **Stage Academy** school.
- **Term** refers to one normal academic term of **Stage Academy** schools during which the **courses** are run.
- **Term dates** refer to the dates for the relevant **term** and, for the avoidance of doubt, have no bearing or resemblance to the local authority term dates in the area where the school is run

We’ve tried to make these terms as easy to read and understand as possible, but if you’ve any questions after reading them, you can contact us or let your Stage Academy principal know. We’ll be happy to help.

## Enrolling a new student in a Stage Academy activity

To apply for a place for a new student on a Stage Academy activity, the parent must indicate their agreement to the terms and submit an application form online or over the phone.

Each student’s place is allocated on a ‘first come, first served’ basis, and will not be confirmed until the first monthly membership payment (“subscription payment”) is successfully received, or in the case of workshops and parties, until full payment for the cost of the workshop is successfully received.

For the avoidance of doubt, whilst from time-to-time the student may be offered a free trial session to try the course, the offering of a free trial session does not confirm or reserve a place for the student on the course.

The subscription payment for a particular course will be indicated on the application form, and in marketing materials for the course.

If Stage Academy is unable to accept the student due to capacity reasons, the student may at the parent’s discretion be placed on a waiting list. No payment will be due to be placed on the waiting list, and no subscription payment will be taken if a place is unavailable for the student (except in exceptional circumstances – such as where two parents apply at around the same time for the same place, in which case, the subscription payment of the second parent will be refunded expeditiously).

After the first subscription payment is made, you have a fourteen (14) calendar day cancellation period ('cancellation period') to change your mind and cancel the students place on the Stage Academy activity without serving the notice period, however:

- If the Stage Academy activity starts during the **cancellation period**, then whether the **student** attends the activity or not, the first **subscription payment** is non-refundable
- If the Stage Academy activity is a **workshop** or **party** and is booked with less than 30 days notice, or the **cancellation period** coincides with this 30 days notice, then the payment is non-refundable

If you wish to cancel a holiday workshop the following will apply, subject to the relevant notice periods:

- If you cancel a holiday **workshop** with 21 days notice or more you are entitled to a 50% refund and a 50% holiday **workshop** account credit which can be used towards a holiday workshop only.
- If you cancel a holiday **workshop** with 7 days notice or more you are entitled to a 50% holiday **workshop** account credit which can be used towards a holiday **workshop** only. The remaining 50% will be forfeited.
- If you cancel a holiday **workshop** with less than 7 days notice the cost will be forfeited.

For the avoidance of doubt, save for the **cancellation period** a **Stage Academy workshop, party** or **course** is non-refundable.

## ***Subscription payments and cancellation terms***

Each month, a **subscription payment** for the relevant course will be taken from the parents nominated payment method on the anniversary date of the parent signing up.

There are twelve **subscription payments** in a year, and they are taken regardless of whether term is in-session or out of session.

Each class within a course has a nominal value, which is calculated as:

The **subscription payment** multiplied by 12 and then divided by the number of classes in three **terms** of the **course** (usually 36 or 39 classes).

For example, if the **subscription payment** is £77.00 per month, then annualised, the **subscription payment** is made up of:

- A total fee of £924.00, which comprises:
  - 38 class fees of £23.70
  - 1 class fee of £23.40

Class fees are always calculated by dividing the annualised **subscription payment**, and then rounding up to the nearest complete penny, and then the final class fee is calculated by taking the remaining funds from the annualised **subscription payment** after charging for the other classes using the method described above.

If you wish to cancel the students subscription to Stage Academy, you must notify us in writing at <https://stageacademy.co.uk/> cancel one membership month in advance (the "notice period") of the student leaving the course. For the avoidance of doubt, a membership month runs from the date you signed up each month.

So, for example, if you signed up on the 20th October 2018, and provided a notice period on the 5th March 2019, your notice period would end on the 19th April 2019. Your **subscription payment** remains owing throughout the notice period.

When you cancel, we will calculate the cost of classes during your notice period in the following way:

- First, **we** will calculate how much of **your** annualised **subscription payment** you have made
- Then, **we** will deduct the charges for each class from the **course** that the **student** had the opportunity to attend (whether they attended or not) whilst **you** held **your** membership and up all classes up until the end of your **notice period**

If after these deductions, your account has a positive balance, it will be refunded promptly. If after these deductions, your account has a negative balance, it will be charged accordingly as your final payment, we aim to charge your final payment within three to five working days of you giving notice to cancel.

If we are unable to take your final notice payment, your account will remain active in accordance with our usual terms and conditions, until payment is made.

If your **subscription payment** fails and is not settled within 48 hours of falling due, an administration fee of £10 will be charged.

If you fall behind on your **subscription payments**, the student will not be able to attend Stage Academy until you catch up, but you will still be liable to pay all **subscription payments** in full until you have served a notice period.

We can cancel your **subscription** for non-payment as soon as your **subscription payments** fall behind, and we are not required to inform you of this in advance, or give you any warnings. If we cancel your **subscription** for non-payment, we will calculate how much you owe including the notice period and send you a final invoice for payment.

If the course is full and operating a waiting list and we are able to fill the students place during the notice period, we may at our discretion give you the opportunity to receive a 50% reimbursement of the **subscription payments** during the notice period for any classes that we mutually agree your child will not attend.

No student will ever be allowed to attend Stage Academy whilst **subscription payments** are outstanding.

## ***Stage Academy Fee Account Credit***

From time to time, Stage Academy may offer you the opportunity to pay your **subscription payments** in advance by adding credit to you Fee Account.

Stage Academy Fee Account credit is non-refundable and non-transferable and may only be used to pay for subscription payments and holiday workshops.

Stage Academy Fee Account credit will be used automatically to pay your monthly subscription payments as they fall due. For the avoidance of doubt, if you are using Stage Academy Fee Account credit to pay for your subscription payments or holiday workshops the usual cancellation terms and charges laid out in this agreement still apply.

## ***Courses***

A Stage Academy may, at its discretion, offer the second child of the same family attending a course at the same time, a sibling discount of up to twenty five percent (25%) on course fees. This discretionary sibling discount will only apply if Stage Academy is informed of the sibling relationship prior to the first subscription payment. Only one discount may apply against the course fee for an individual child at any one time, and if the first child leaves Stage Academy the discount for the second child will be removed immediately, at the start of the first child's notice period.

Once enrolled on a course, the term dates for the next term will be made known to parents either in writing, by email, orally or on our website at the end of the current term.

If a course session falls on a bank holiday then a replacement class will be added onto the end of the current term time table or the subsequent term.

Students are automatically re-enrolled in their course for subsequent terms unless the membership is cancelled with the appropriate notice period, and you will remain liable for all subscription payments after your membership starts, even if the student does not attend Stage Academy.

## ***Free trials***

From time-to-time, we may offer you the opportunity to book a free trial of one of our courses. Free trials will be limited at all times to one trial per student. If a student has previously attended a free trial (at any time, of any Stage Academy class), they may not be permitted to attend another free trial.

Likewise, if a student is booked on a free trial and does not attend, Stage Academy may not offer to reschedule the free trial for another session.

You must attend the free trial personally with the student, and you must arrive 10 minutes before the scheduled start time of the class. You must be prepared to stay for the first 20 minutes of the class, to talk to our principal about the school and the Stage Academy membership options.

Stage Academy may cancel or refuse a free trial to any student, at any time and for any reason.

## ***Health and injuries***

Students participate at their own risk and are obliged to inform Stage Academy and its staff of any existing injuries or medical condition. All application forms must have any known medical conditions stated and any changes to such information must be notified to Stage Academy immediately in writing.

If you are unsure whether a student should participate in any activity please consult the student's GP before enrolling the student on a Stage Academy activity.

Any medication left on the school premises must be clearly labelled and the student should, unless Stage Academy has agreed in writing otherwise, be able to administer it themselves.

If you have indicated that the student requires medication and they attend a class or workshop without the medication they will be denied entry. You will still have to pay for the class or workshop.

Students must wear suitable footwear and clothing at all times, including Stage Academy uniform for all courses and workshops.

If a student is unwell or has an accident requiring emergency treatment, the parent will be contacted via the emergency contact details provided on the application form.

Parents are solely responsible for keeping emergency contact details up to date.

## ***Personal property***

Students are expected to take care of their own belongings. Stage Academy can accept no liability for lost or damaged belongings, even if the damage was caused by another student or a Stage Academy employee, agent, affiliate or franchisee.



You acknowledge that the maximum aggregate liability of Stage Academy to a student or parent under these terms shall not exceed the Stage Academy activity fee to which a claim relates (which in the case of courses is for the avoidance of doubt the fee for one class as explained above).

The liability of Stage Academy and its employees, agents and franchisees is restricted to class time only and then only to gross negligence.

## General

Stage Academy may, at its complete discretion, refuse a student entry to a Stage Academy activity or session of Stage Academy activity if it is felt that the student's behaviour is unacceptable, or for any other reason. No refund will be provided and you will still be liable for the complete cost of the student's activity.

Stage Academy reserves the right to make changes to the timetable and to the teaching staff from the advertised program in the event of illness or any other circumstances beyond our control.

When a session of Stage Academy activity has been cancelled by Stage Academy we will provide as much notice as possible by email, text message, phone, social media or by updating our website. You are responsible for checking for these updates.

It is occasionally necessary to change the time and/or venue of a Stage Academy activity. This will only be done if absolutely necessary and Stage Academy will make best endeavours to keep class times and locations as similar as possible.

In the event that a student is unable to attend a Stage Academy activity session due to sickness, holiday, weather conditions, the availability of transport, a decision by the parent or student not to attend or any other reason, the parent is still liable for the charges for the session in full.

Stage Academy reserves the right to revert to online teaching for weekly classes or **courses** for up to 21 consecutive days when forced to do so by government restrictions or due to following COVID-19 regulations such as self isolation for staff and/or students or venue unavailability due to circumstances beyond our control. Within the first 21 consecutive days fees and cancellation policy will remain as normal. If teaching remains online for more than 21 consecutive days a discount of 33% will be offered for any further online classes, as well as the option to pause your membership until in person classes return. For the avoidance of doubt pausing a membership does not cancel your membership, and cancellations remain subject to the usual one membership month notice period in all circumstances.

All students who require collection after a session must be collected within 5 minutes of the session ending. Late collection of a student will be subject to a charge to the parent of £10 per part or elapsed 15 minutes. If a student is collected late on three or more occasions during the course of the membership, the membership may be cancelled by Stage Academy at its complete discretion, and the notice period will apply.

Stage Academy membership fees are reviewed annually on the 1st January. You agree that any increase to membership fees lower than the rate of RPI as calculated based on the November RPI of the previous year, or 10%, whichever is the higher, shall not for the purposes of our agreement constitute a detrimental change to the terms. Stage Academy shall advise of its revised membership fees by December 23rd of each year.

Stage Academy may also increase its membership fees in April, July, or October by no more than RPI for two months prior to the above listed months where RPI is higher than 5% to protect us from the impact of hyperinflation and allow us to run the classes sustainably.

These terms together with any welcome pack constitute the entire agreement between the parties which supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them whether written or oral, relating to its subject matter.

In the event that one or more of the words, phrases, sentences or provisions of this agreement are found to be unlawful or otherwise unenforceable, those words, phrases, sentences or provisions shall be considered severed from the remainder of the agreement.

If Stage Academy chooses not to enforce one of the provisions of this agreement, this does not stop Stage Academy from enforcing the same provision in the future.

The agreement shall be governed by and construed in accordance with the laws of England and Wales and any dispute, proceedings or claim shall fall within the jurisdiction of the English courts.